

Medisave Accreditation e-Service User Manual Version 1.0

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Revision History

Version	Release Date	Summary of Changes	Author	Approved By
1.0	30 th Jul 07	Initial Version	NCS	MOH

Distribution List

S/N	Recipient	
1	Ministry of Health (Healthcare Finance)	
2	Ministry of Health (InfoComm Division)	
3	Medisave Accreditation e-Service Web Site	

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1 INTRODUCTION

1.1 Purpose

This user manual serves as a guide on how to use the Medisave Accreditation e-Service for doctor accreditation and clinic accreditation applications.

This user manual is intended for medical practitioners and/or managers of medical institutions who need to apply to be part of the Medisave accreditation programme using the e-Service.

1.2 System Requirements

In order to use the e-Service, an Internet-enabled computer with the following specification is required.

Hardware Requirements

The minimum recommended hardware configuration is:

- Pentium III 500 MHz processor with 256MB RAM
- At least 200 MB free hard disk space

System Software Requirements

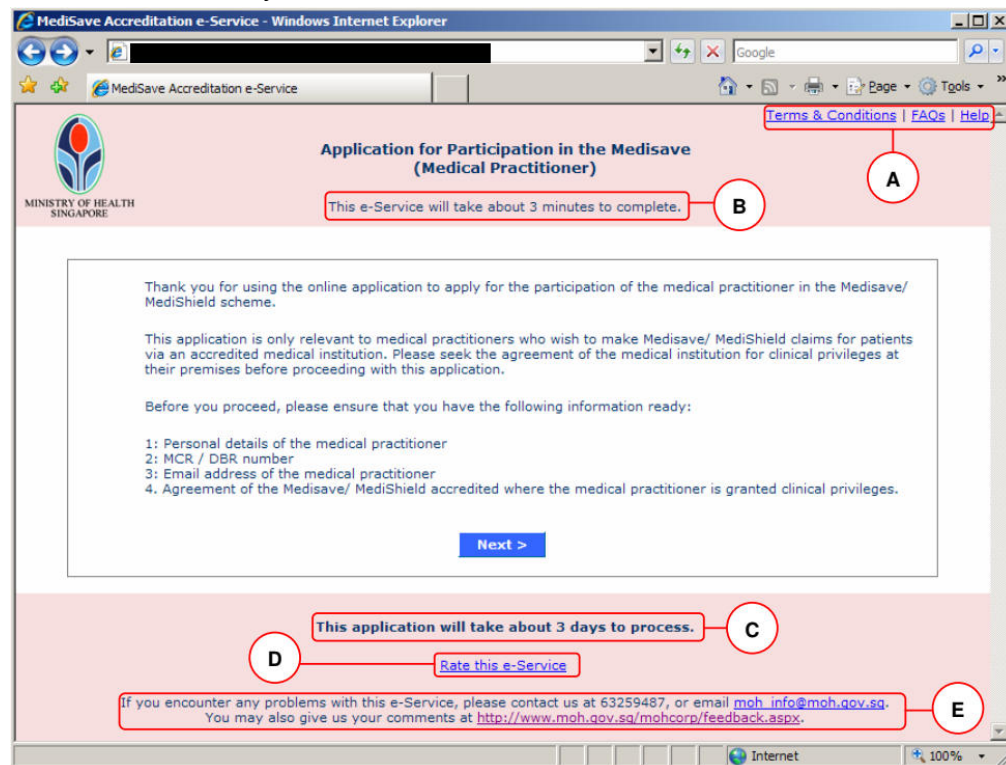
- Microsoft Windows Operating System
- Internet Explorer 6.0 and above

Other Requirements

- Broadband Internet Connection

1.3 General e-Service Layout

The user interface layout of the e-Service is shown in Screen 1-1.



Screen 1-1 General e-Service Layout

The key area of the user interface as follows.

A – Quick access to important information.

- Terms & Conditions – Terms and conditions to use this e-Service
- FAQs – Frequently Asked Questions
- Help – User manual including the step-by-step guide

B – Estimated time required to complete the online application form.

C – Estimated days required to process the application (if applicable).

D – Link to survey form to rate the e-service. Inputs are welcomed.

E – Contact information and feedback URL.

2 CLINIC ACCREDITATION

2.1 Access Control

This e-Service will be available on the Internet via the Ministry of Health (MOH) web site. No user login is required.

2.2 Step-by-Step Guide

Follow the steps given below to complete the clinic accreditation application form.

- Upon launch, you will be able to see the start page of the application form as shown in Screen 2-1. The start page shows the steps needed to go through for the accreditation application for medical institution.

The screenshot shows a web browser window titled "Medisave Accreditation e-Service - Windows Internet Explorer". The address bar is empty, and the search bar contains "Google". The page has a pink header with the Ministry of Health Singapore logo on the left and the title "Application for Participation in the Medisave (Medical Institution)" in the center. Below the title, it says "This e-Service will take about 10 minutes to complete." The main content area is white and contains a message: "Thank you for using the online application to apply for the participation of your medical institution in the Medisave/ MediShield scheme." followed by "Before you proceed, please ensure that you have the following information ready:". A list of six requirements follows: 1. Clinic license under the Private Hospitals and Medical Clinics (PHMC) Act, 2. Personal details of the Clinic Manager, 3. Contact details of the medical institution, 4. Email address of the medical institution, 5. Personal details of the personnel in charge of billing of transaction costs for Medisave claims by NCS, and 6. Personal details of the personnel in charge of submitting Medisave claims via the Medisave eService. A blue "Next >" button is centered below the list. At the bottom of the page, there is a link "Rate this e-Service" and contact information: "If you encounter any problems with this e-Service, please contact us at 63259487, or email moh_info@moh.gov.sg. You may also give us your comments at <http://www.moh.gov.sg/mohcorp/feedback.aspx>." The browser status bar at the bottom shows "Internet" and "100%".

Screen 2-1 Clinic Application Form Start Page

- Click the “Next” button to begin the application process. The step 1 of the application form will be displayed as shown in Screen 2-2.

The screenshot shows a web browser window titled "Medisave Accreditation e-Service - Windows Internet Explorer". The address bar shows "Google". The page header includes the Ministry of Health Singapore logo and the text "Application for Participation in the Medisave (Medical Institution)". A message states "This e-Service will take about 10 minutes to complete." Below this, a tab labeled "Part 1 of 4" is active. The form section is titled "PARTICULARS OF CLINIC MANAGER" and contains four input fields, each marked with a red asterisk (*): "Name*", "NRIC / Passport No.*", "MCR / DBR No.*", and "Contact No.*". A blue "Next >" button is positioned below the fields. A legend indicates "* Indicates a required field". At the bottom, there is a link "Rate this e-Service" and contact information: "If you encounter any problems with this e-Service, please contact us at 63259487, or email moh_info@moh.gov.sg. You may also give us your comments at <http://www.moh.gov.sg/mohcorp/feedback.aspx>." The browser status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

Screen 2-2 Clinic Application Form Step 1

- Fill in all the required fields indicated by the red asterisks (*).
- The e-Service will validate if the NRIC / Passport No. and the MCR / DBR No. are correct and matches the records from the Singapore Medical Council or Singapore Dental Board. If the details do not match, you will not be able to proceed with the application.

Click the “Next” button to proceed to the step 2 as shown on Screen 2-3.

The screenshot shows a web browser window titled "Medisave Accreditation e-Service - Windows Internet Explorer". The address bar shows a URL starting with "http://my.ediitizen.gov.sg". The page header includes the Ministry of Health Singapore logo and the title "Application for Participation in the Medisave (Medical Institution)". A message states "This e-Service will take about 10 minutes to complete." and links to "Terms & Conditions", "FAQs", and "Help".

The main content area is titled "Part 2 of 4" and "DETAILS OF CLINIC". It contains a form with the following fields:

- Clinic / Facility Name* (with a "Select Clinic..." button)
- Tel No.*
- Fax No.
- Email*
- Address* (with a dropdown arrow)
- Type of Facility* (with radio buttons for "General" and "Specialist")
- Date of Establishment* (with a calendar icon and "(DDMMYYYY)" format)
- Licence No.*
- Licence Expiry Date (with a calendar icon and "(DDMMYYYY)" format)

At the bottom of the form are "< Back" and "Next >" buttons. A note below the form states: "* Indicates a required field".

Below the form, there is a link "Rate this e-Service" and contact information: "If you encounter any problems with this e-Service, please contact us at 63259487, or email moh_info@moh.gov.sg. You may also give us your comments at <http://www.moh.gov.sg/mohcorp/feedback.aspx>."

The browser status bar at the bottom shows the URL "http://my.ediitizen.gov.sg/jsp/internet/survey/entry.jsp?agencyId=MOH&serviceId=MOH-MMAI" and the page is displayed at 100% zoom.

Screen 2-3 Clinic Application Form Step 2

- Fill in all the required fields indicated by the red asterisks (*).

- Click the “Select Clinic...” button. Pop-up window to search and select a clinic will be displayed as shown in Screen 2-4.

Search Clinics	
Clinic Name:	Jurong
Search	
Results	
	Clinic Name
Select	Jurong Senior Citizen Health Care Centre
Select	SATA DIAGNOSTIC SERVICES (JURONG)
Select	NHG DIAGNOSTICS - CLINICAL LABORATORY, JURONG POLYCLINIC
Select	NHG DIAGNOSTICS - X-RAY, JURONG POLYCLINIC
Select	NHG DIAGNOSTICS - CLINICAL LABORATORY, JURONG MEDICAL CENTRE
Select	APEX MEDICAL CENTRE (JURONG) PTE LTD
Select	Clifford Dispensary Jurong
Select	JDG DENTAL SURGERY (JURONG DENTAL GROUP)
Select	POINT MEDICAL GROUP (JURONG POINT)
Select	POINT MEDICAL GROUP (TAMAN JURONG)
Select	JURONG DENTAL GROUP
Select	JURONG DENTAL SURGERY
Select	JURONG EAST CLINIC
Select	JURONG POINT WOMENS' CENTRE (BRANCH - W H KEE'S CLINIC PTE LTD)
Select	KOH DENTAL SURGERY PTE LTD - JURONG EAST

Screen 2-4 Select a Clinic

- Enter a name or keyword in the given textbox and click the “Search” button. List of currently accredited clinics will be displayed with the “Select” hyperlink on the left of each clinic.
- Click the “Select” hyperlink displayed beside your clinic name. The pop-up window will be closed and the clinic name and address will be populated into the main window.
- Note that only clinics with an existing active MOH licence are listed. If you would like to proceed with the application and your clinic licence is pending approval or renewal, you will need to contact the MOH officer at the email indicated on the e-service for assistance.

- Click the “Next” button after completing all the required fields to proceed to the step 3 as shown on Screen 2-5.

MediSave Accreditation e-Service - Windows Internet Explorer

Google

MediSave Accreditation e-Service

Terms & Conditions | FAQs | Help

Application for Participation in the Medisave (Medical Institution)

This e-Service will take about 10 minutes to complete.

Part 3 of 4

ACCREDITATION REQUIREMENTS

Types of Accreditation Required*

- ☐ INPATIENT - Inpatient Hospital
- ☐ INPATIENT - Community Hospital
- ☐ INPATIENT - Convalescent Hospital
- ☐ INPATIENT - Hospices
- ☐ DAY SURGERY - Dental
- ☐ DAY SURGERY - O & G
- ☐ DAY SURGERY - Other Medical Specialties
- ☐ OUTPATIENT - Hepatitis B Vaccination
- ☐ OUTPATIENT - Chemotherapy
- ☐ OUTPATIENT - Radiotherapy
- ☐ OUTPATIENT - Immuno-suppressants for Organ Transplant
- ☐ OUTPATIENT - Renal Dialysis
- ☐ OUTPATIENT - O & G (Assisted Conception Treatments)
- ☐ OUTPATIENT - Day Hospital
- ☐ OTHERS

* Indicates a required field

< Back Next >

Screen 2-5 Clinic Application Form Step 3

- Select at least one type of accreditation you are applying to be accredited for.

- Click the “Next” button to proceed to step 4 of the application form as shown in Screen 2-6.

Application for Participation in the Medisave (Medical Institution)

This e-Service will take about 10 minutes to complete.

Part 4 of 4

BILLING INFORMATION
For billing of transaction costs by NCS.

Billing Contact Person*

Contact No.*

Billing Address*

Billing Postal Code*

USER INFORMATION
This is required for the creation of the MediClaim user account for the clinic personnel submitting claim.

User Full Name*

NRIC / Passport No.*

User Email*

Contact No.*

* Your clinic will require to purchase a token card in order to login to our MediClaim System. We will provide you with more information on the token card upon approval.

< Back Next >

* Indicates a required field

[Rate this e-Service](#)

If you encounter any problems with this e-Service, please contact us at 63259487, or email moh_info@moh.gov.sg.
You may also give us your comments at <http://www.moh.gov.sg/mohcorp/feedback.aspx>.

Screen 2-6 Clinic Application Form Step 4

- Fill in all the required fields indicated by the red asterisks (*).

- Click the “Next” button to proceed to the summary page as shown in Screen 2-7.

Summary

PARTICULARS OF CLINIC MANAGER	
Name	Test Clinic Manager
NRIC / Passport No.	U3333333C
MCR / DBR No.	MCR003
Contact No.	12345678

DETAILS OF CLINIC / FACILITY	
Clinic / Facility Name	Clinic 3
Tel No.	12345678
Fax No.	12345678
Email	clinic3@email.com
Address	333 Address Street 3 #03-03 Building 3 SINGAPORE 333333
Type of Facility	General
Date of Establishment	01082007
Licence No.	1234567
Licence Expiry	31072009

ACCREDITATION REQUIREMENTS	
Types of Accreditation Required	INPATIENT - Inpatient Hospital, INPATIENT - Community Hospital
Access Mode	MOH e-Service

BILLING INFORMATION	
Billing Contact Person	Test
Contact No.	12345678
Billing Address	Test Address
Billing Postal Code	123456

Screen 2-7 Clinic Application Form Summary Page

- Tick the “Agreement” checkbox if you agree to the “Terms and Conditions” stated. Refer to Screen 2-8 as shown below.

8. Ministry of Health may revoke or suspend the approval granted to any medical institution, or amend or vary these terms and conditions at any time.

☒ I have read and agree to the Terms and Conditions of participation in the Medisave for Chronic Disease Management Programme as stated.

[< Back](#) [Submit](#)

* MOH will contact the clinic (via email or phone) to confirm the training schedule after receiving the application form.

[Rate this e-Service](#)

If you encounter any problems with this e-Service, please contact us at 63259487, or email moh_info@moh.gov.sg. You may also give us your comments at <http://www.moh.gov.sg/mohcorp/feedback.aspx>.

Screen 2-8 Clinic Application Form T&C Agreement

- Upon ticking the agreement checkbox, the “Submit” button will be enabled.
- Click the “Submit” button after you have verified all the information entered.
- The acknowledgement webpage is displayed as shown in Screen 2-9.

The screenshot shows a web browser window titled "Medisave Accreditation e-Service - Windows Internet Explorer". The address bar shows "Google". The page header includes the Ministry of Health Singapore logo and the title "Application for Participation in the Medisave (Medical Institution)". The main content area displays a confirmation message: "Your application has been successfully submitted. An email will be sent to you to update you on the application status. 12-Aug-2007 01:44:57 AM". It also states: "The acknowledgement number is 100018. You may quote this number when querying on your application status. Please print out this page and keep for verification purpose." Below this is a "Print This Page" button. The page contains two tables: "PARTICULARS OF CLINIC MANAGER" and "DETAILS OF CLINIC".

PARTICULARS OF CLINIC MANAGER	
Name	Test Clinic Manager
NRIC / Passport No.	U3333333C
MCR / DBR No.	MCR003
Contact No.	12345678

DETAILS OF CLINIC	
Clinic / Facility Name	Clinic 3
Tel No.	12345678
Fax No.	12345678
Email	clinic3@email.com
Address	333 Address Street 3 #03-03 Bulding 3 SINGAPORE 333333
Type of Facility	General
Date of Establishment	01082007

Screen 2-9 Clinic Application Form Acknowledgement Page

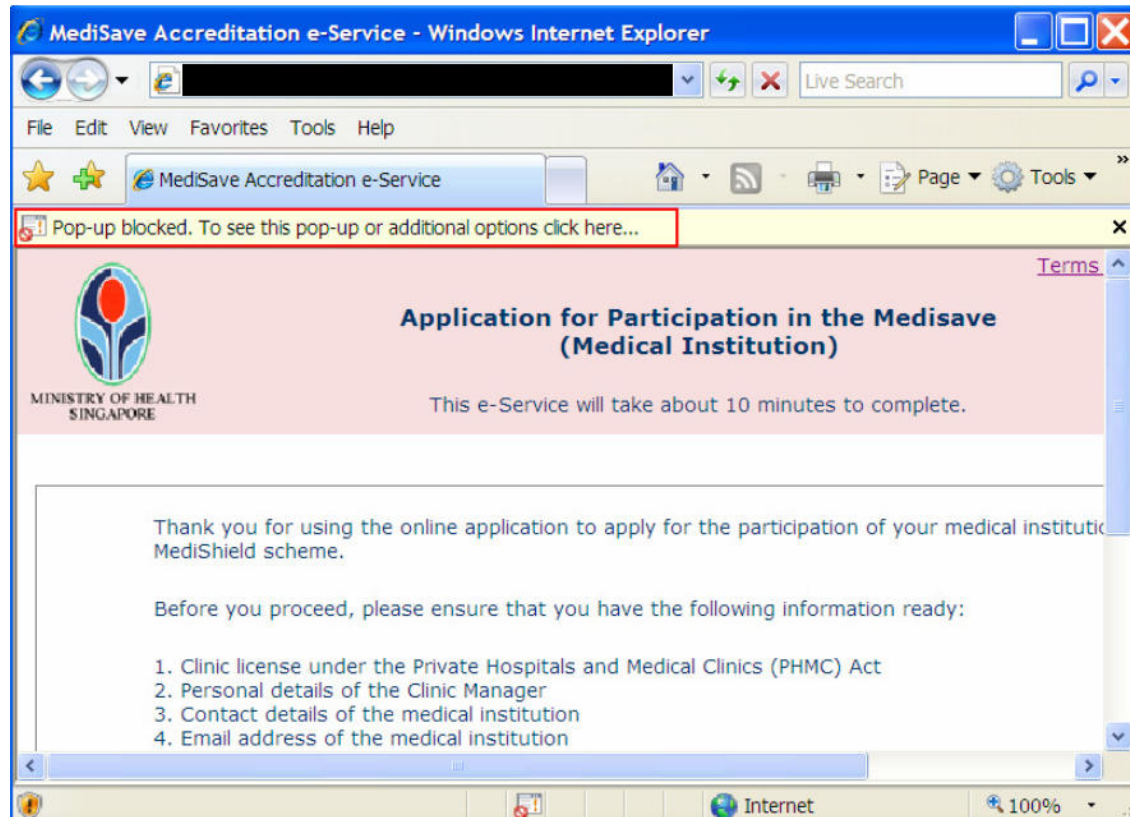
Congratulations! You have successfully submitted the Medisave accreditation application form for your clinic. The acknowledgement number displayed can be used for enquiring of your application status to MOH. You may also print out the acknowledgement page and keep a copy for future reference.

An acknowledgement email will also be sent out to the email address entered in the application form.

3 TECHNICAL SUPPORT GUIDE

3.1 Disable the Pop-up Blocker on Internet Explorer

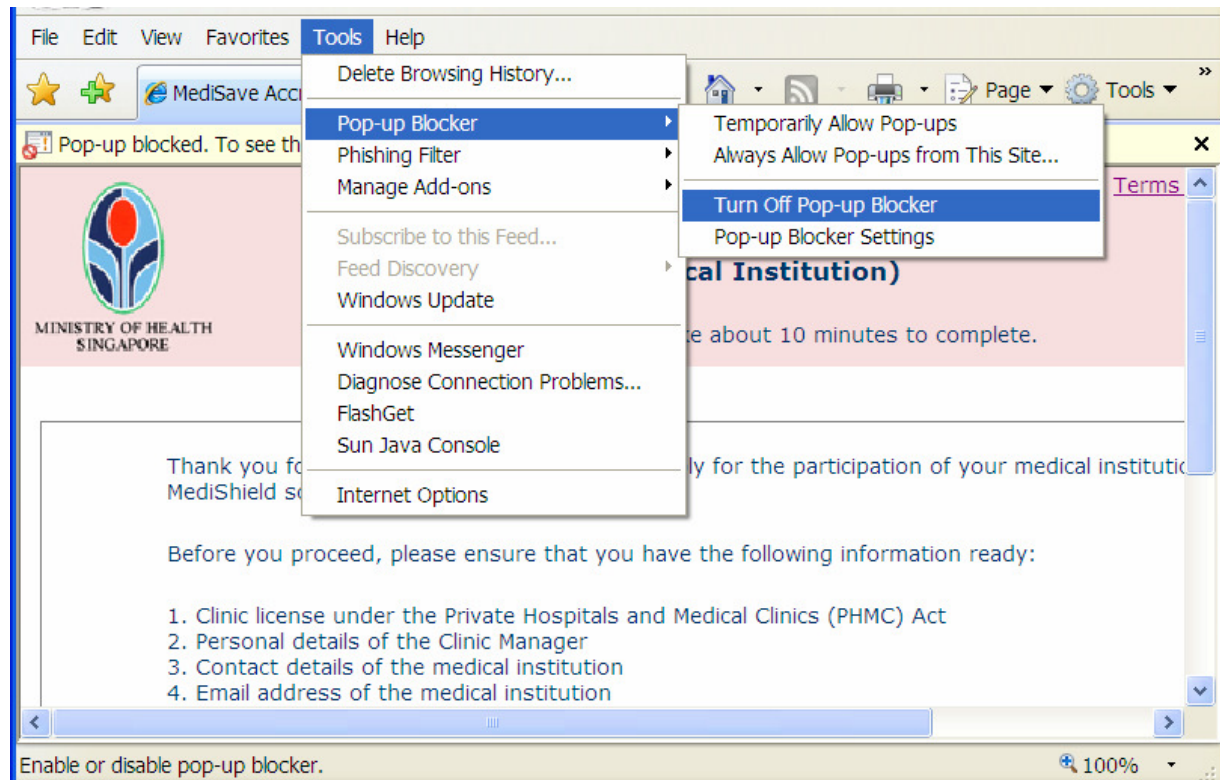
The Pop-up Blocker is a feature in Internet Explorer that is used to limit or block pop-ups. When the Pop-up Blocker is turned on, you will get an Information bar message saying “pop-up blocked. To see this pop-up or additional options click here...”, and you will not launch the pop-ups, as shown in the following screen 3-1:



Screen 3-1

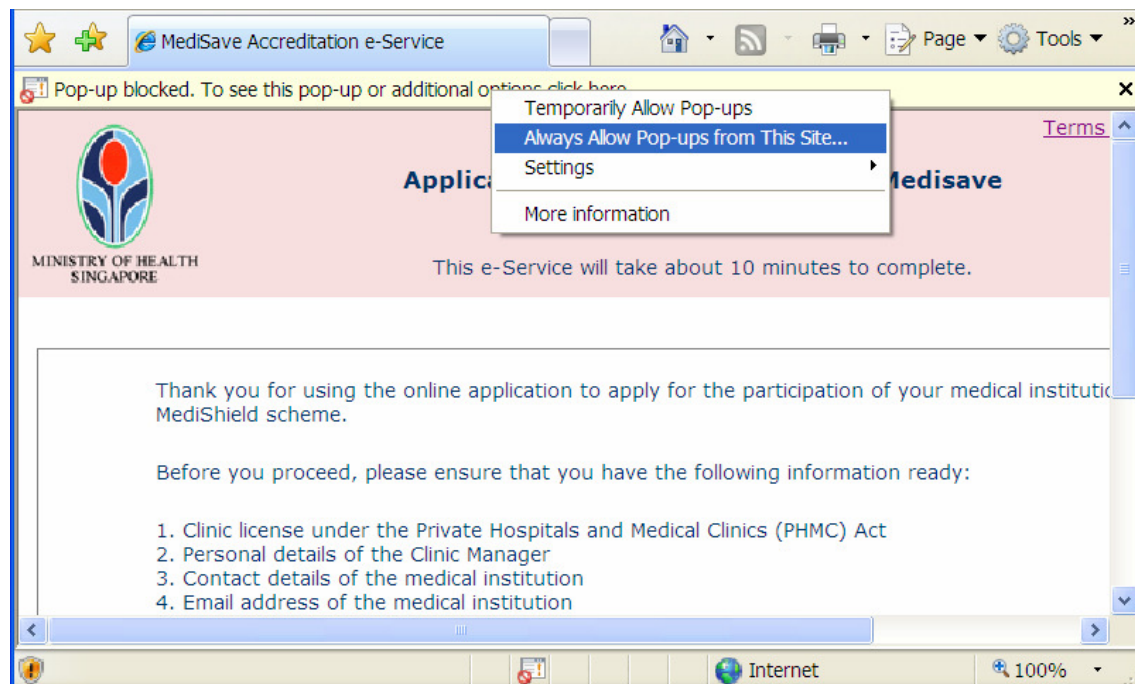
To turn Pop-up Blocker off, follow these steps, and can be referred to the following screen 3-2:

1. In Internet Explorer, click the Tools button, and then click Pop-up Blocker.
2. Click “Always allow Pop-up from this site...”, to turn off the blocker for MOH site.



Screen 3-2

Or you can just simply right click on the message indicated by the red rectangle in the above screen, and click “Always Allow Pop-ups from This Site...”, as shown in the below screen 3-3.



Screen 3-3