Medisave Accreditation e-Service
User Manual
Version 1.0

Revision History

Version	Release Date	Summary of Changes	Author	Approved By
1.0	30th 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	

Table of Contents

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
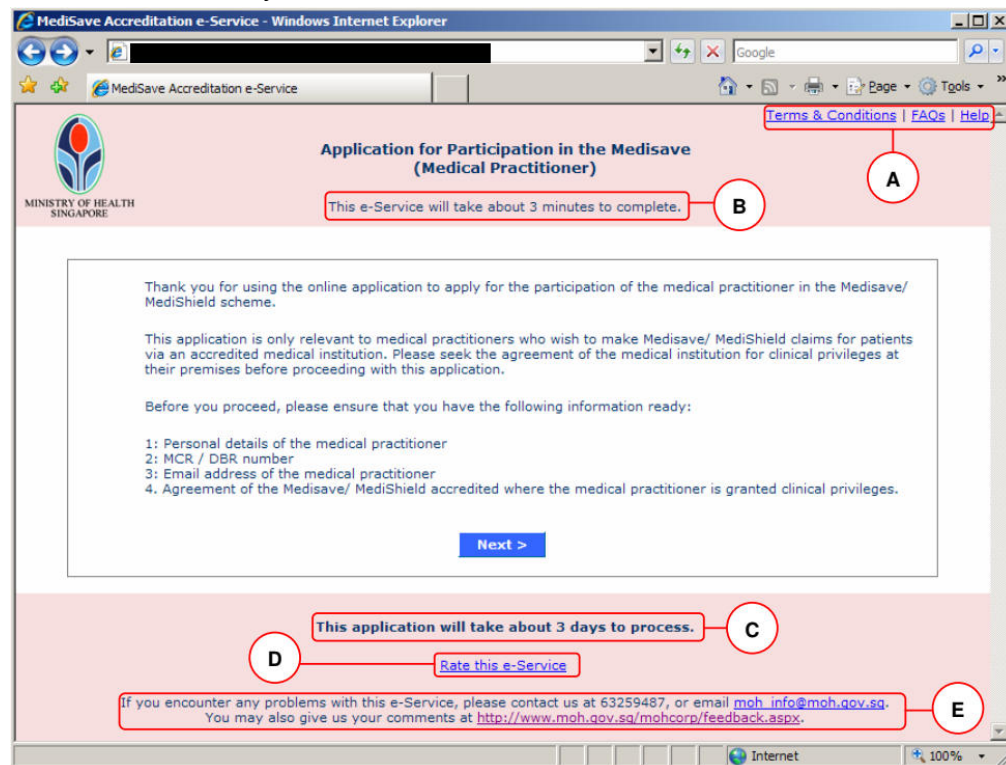
System Software Requirements

- 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.

- o   Terms & Conditions – Terms and conditions to use this e-Service
- o   FAQs – Frequently Asked Questions
- o   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.

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.

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.

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.

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.

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.

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.

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.

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.

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:
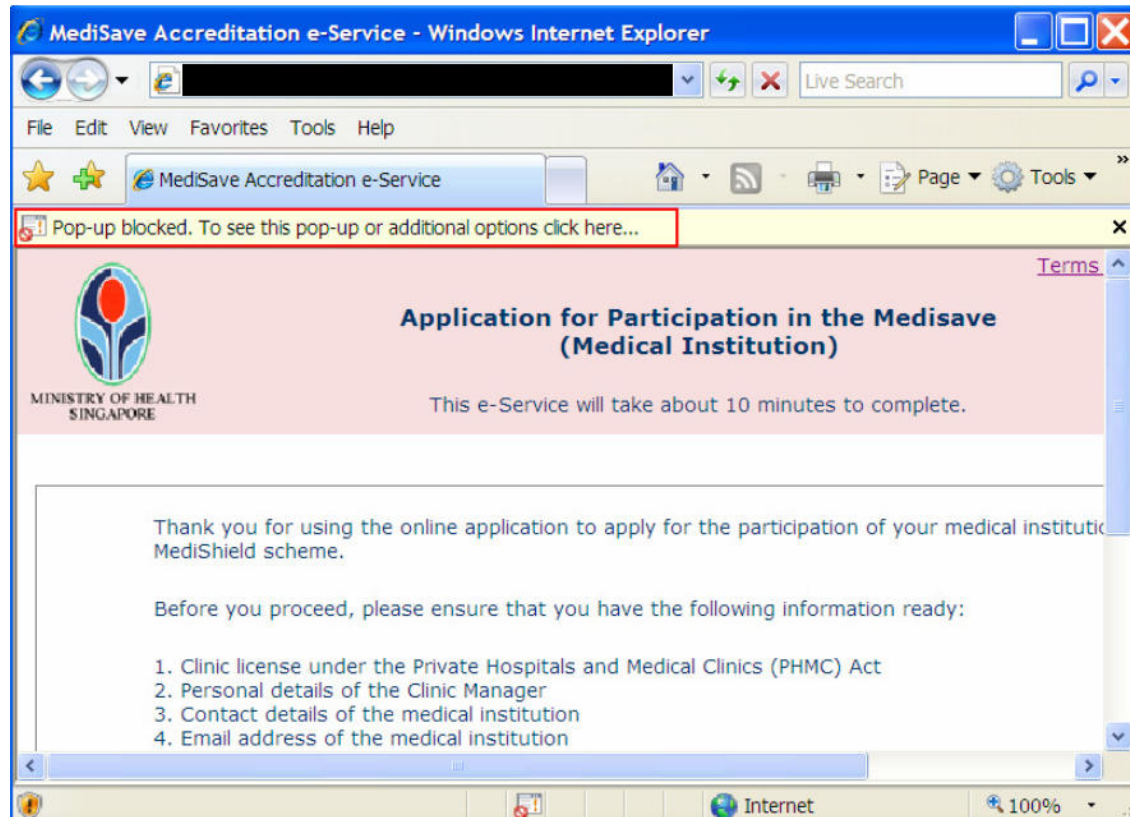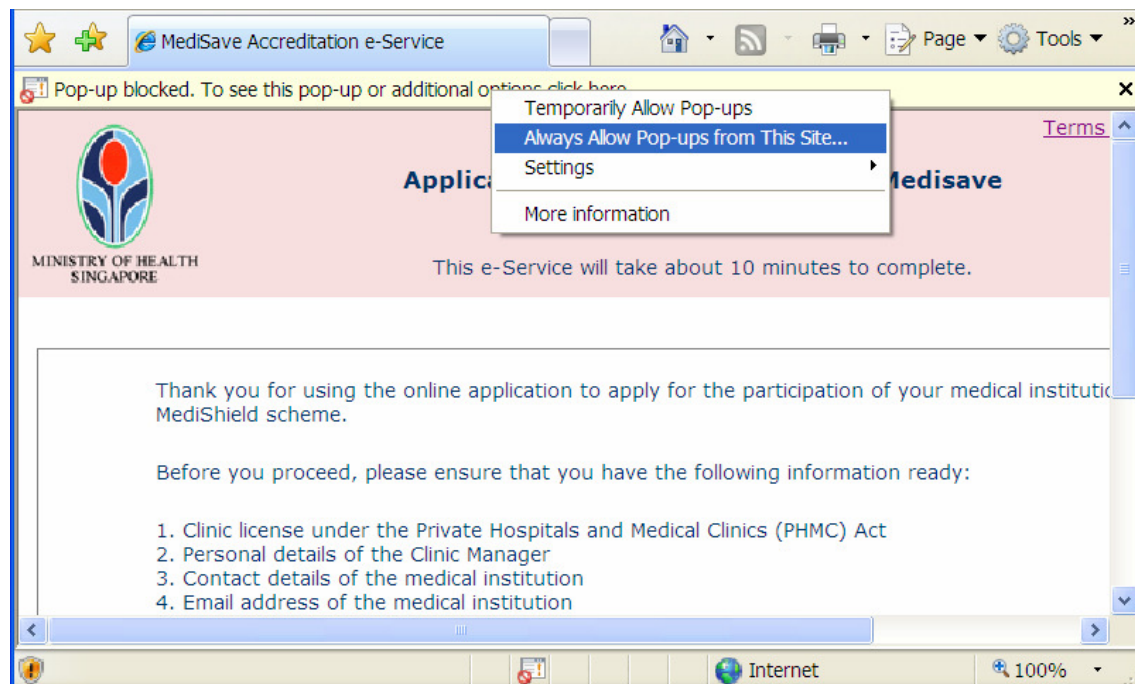

Screen 3-1

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.
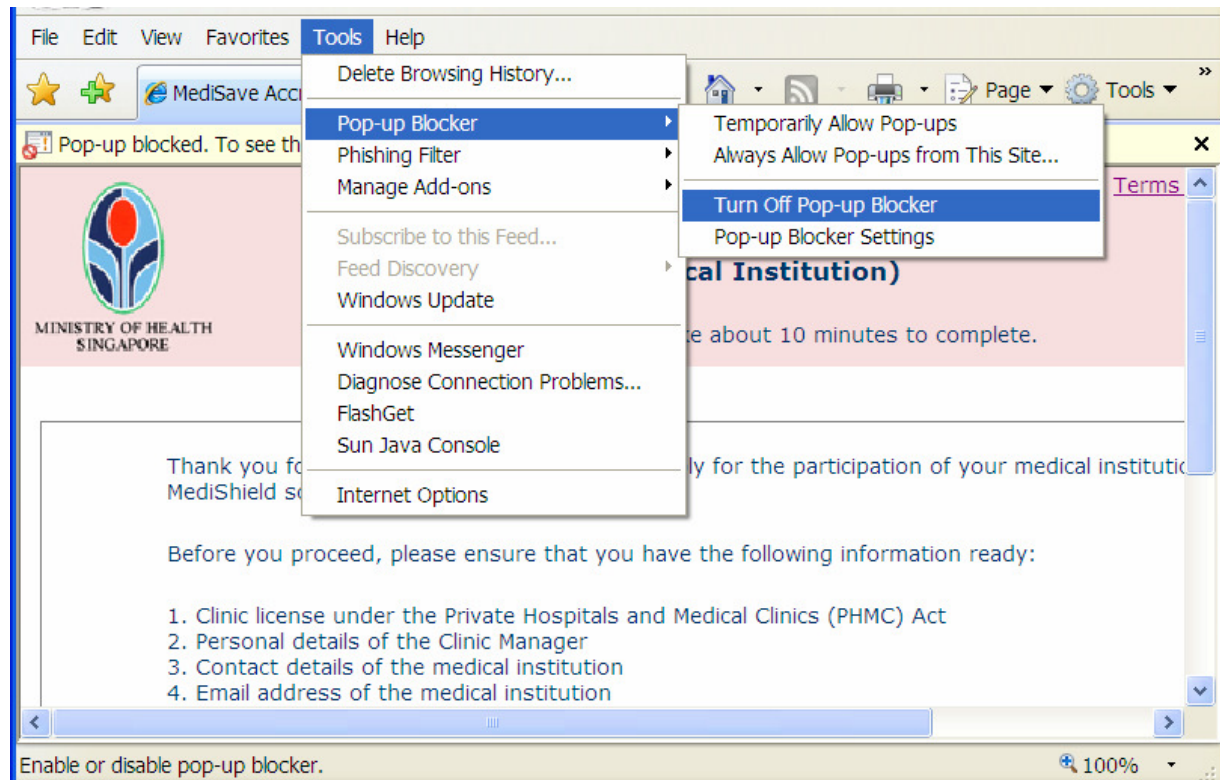
Screen 3-2

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