Medisave / MediShield Accreditation e-Service
Frequently Asked Questions

Doctor Accreditation Application

1	**When I click the "Select Clinic…" button, there is no response. Why?**
	Click the "Select Clinic" button on the application form will display a pop-up window to search and select the clinic you are currently practicing at. It is possible that your web browser has disabled pop up. You can enable the pop up blocker in Internet Explorer (IE) using the Tools – Pop Up Blocker Settings and you need to allow *.moh.gov.sg For more details on setting the pop up blocker, you may refer to the user manual found under the 'Help' link.
2	**I could not find my clinic when I try searching in the "Select Accredited Clinic" pop-up page.**
	All clinics which have been approved by MOH for Medisave / MediShield Accreditation Programme will be displayed in the search result. You may want to specify a partial string search for a broader search in case the name recorded has a variation. For example, specify "Smile" for retrieving all clinics with "Smile" in the name. If your clinic is accredited and you are still unable to locate your clinic, please contact the MOH officer for confirmation. For non-accredited clinics, the Clinic Manager will first have to submit the clinic accreditation request available on the MOH website.
3	**The Submit button on the Summary page is not clickable.**
	The submit button will only be enabled if you agree with the terms and conditions and check the box to indicate acceptance.
4	**Is there an expiry date for the Medisave / MediShield Accreditation Programme.**
	Yes, all medical practitioner's accreditation will be for 2 years at any one time. You will be reminded when the renewal is due.