

Medisave Accreditation e-Service User Manual Version 1.0

Prepared by
NCS Pte. Ltd.
(Reg. No. 198101793G)
(A member of the SingTel Group)
5 Ang Mo Kio Street 62, NCS Hub
Singapore 569141
<http://www.ncs.com.sg>

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	

Table of Contents

1	Introduction.....	4
	1.1 Purpose.....	4
	1.2 System Requirements	4
	1.3 General e-Service Layout.....	5
2	Doctor Accreditation	6
	2.1 Access Control.....	6
	2.2 Step-by-Step Guide	6
3	TECHNICAL SUPPORT GUIDE	12
	3.1 Disable the Pop-up Blocker on Internet Explorer.....	12

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

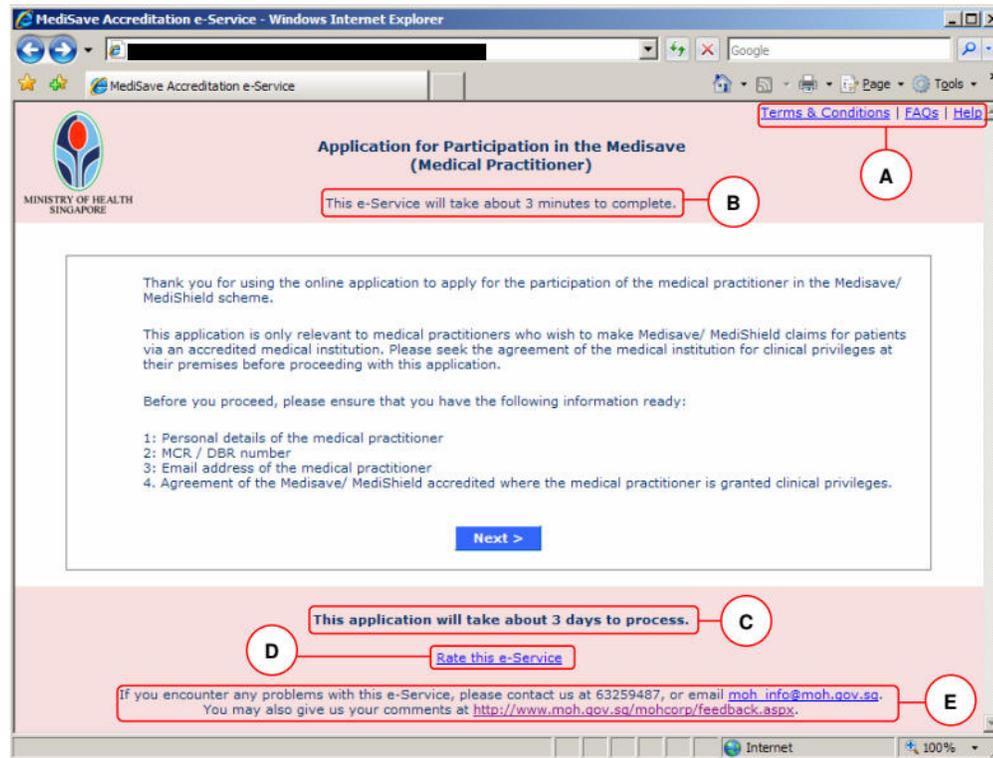
- Microsoft Windows Operating System
- Internet Explorer 6.0 and above

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 DOCTOR ACCREDITATION

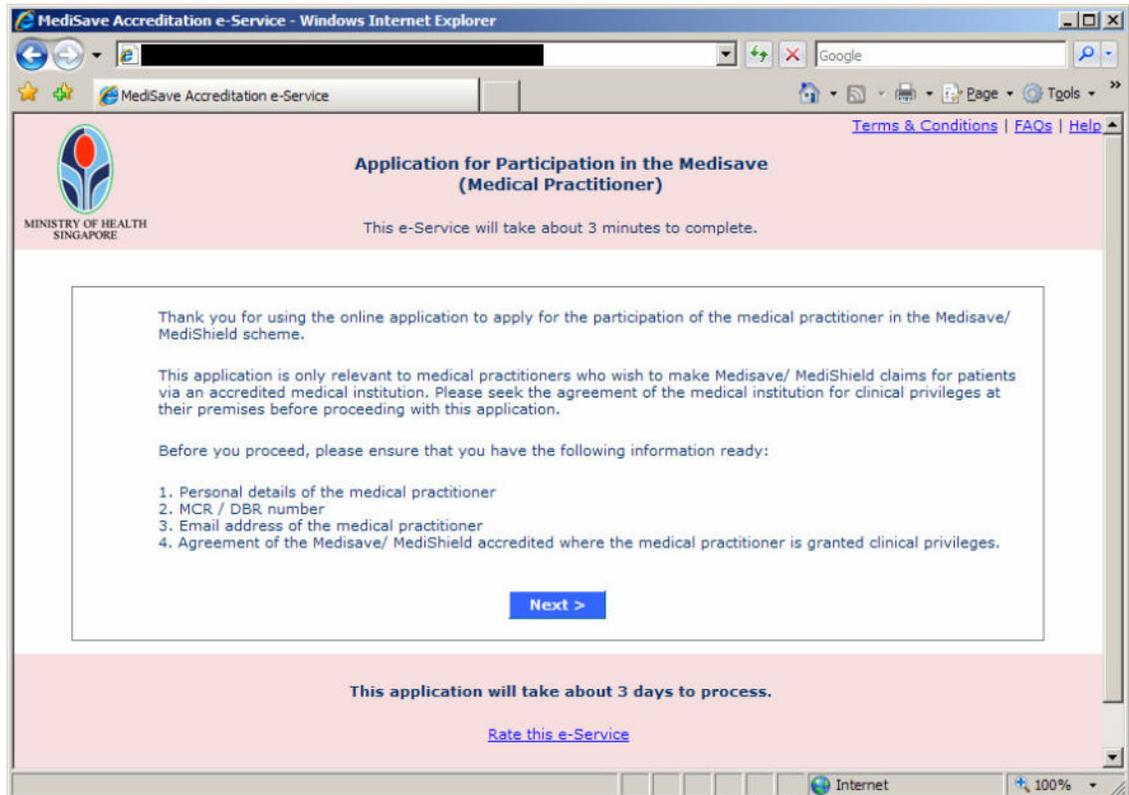
2.1 Access Control

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 doctor 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 practitioner.



Screen 2-1 Doctor Application Form Start Page

- Click the "Next" button to begin the application process. 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 page header includes the Ministry of Health Singapore logo and the title "Application for Participation in the Medisave (Medical Practitioner)". A note states "This e-Service will take about 3 minutes to complete." The main form is titled "Part 1 of 2 - Application Form" and is divided into sections: "PARTICULARS OF APPLICANT" and "Qualifications".

PARTICULARS OF APPLICANT

Name*	<input type="text"/>
NRIC / Passport No.*	<input type="text"/>
MCR / DBR No.*	<input type="text"/>
Type of Registration*	<input type="radio"/> Full <input type="radio"/> Conditional
E-mail*	<input type="text"/>
Contact No.*	<input type="text"/>
Clinic Name (Place of Practice)*	<input type="text"/> Select Clinic...
Clinic Address	<input type="text"/>

Qualifications*

- Family Physician
- With M.Med (FM) Or GDFM
- Dentist
- Specialist, please specify specialty
- Others, please specify (e.g. MO, MO Trainee, AC)

* Indicates a required field

[Next >](#)

Screen 2-2 Doctor Application Form

- 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 “Select Clinic...” button to select a place of practice. A pop-up window to search and select an accredited clinic will be displayed as shown in Screen 2-3.



Screen 2-3 Select an Accredited 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. If you are unable to find your clinic name, you may want to specify a partial search, for example “Hospital” to retrieve all names with “Hospital”.
- Click the “Select” hyperlink of the correct clinic where you are currently practising at. The pop-up window will be closed and the clinic name and address will be populated into the main window.
- Note that only accredited Clinics are shown in the list. If your clinic is not yet accredited, the Clinic Manager will first need to submit the Clinic accreditation form which is also available online.

- Click “Next” button after completing all the required fields.
- The summary of application webpage is displayed as shown in Screen 2-4.



Screen 2-4 Doctor Application Form Summary Page

- If need to change the particulars of applicant, click the “Back” button. Otherwise, tick the “Agreement” checkbox if you agree to the “Terms and Conditions” stated. Refer to Screen 2-5 as shown below.

1. To exercise due diligence before submitting a Medisave claim and to refund the Medisave monies in cases of errors. Medical practitioners shall observe guidelines and requirements of Medisave/ MediShield claims imposed by the Central Provident Fund Board and the Ministry of Health.

2. To attend such training programmes or meetings as may be required by Ministry of Health from time to time, in relation to the Scheme.

3. To inform Ministry of Health immediately of any changes in the information given in this application form.

4. To submit a Medisave/ MediShield claim via a medical institution accredited under the Medisave/ MediShield scheme.

5. To be audited for Medisave/ MediShield claims made, by the Central Provident Fund Board and Ministry of Health.

6. Ministry of Health may revoke or suspend the approval granted to any medical practitioner, or amend or vary the terms and conditions attached to the grant of approval to any medical practitioner who breaches any of the terms and conditions herein. This is without prejudice to any other action that may be taken under law.

7. Ministry of Health may revoke or suspend the approval granted to any medical practitioner, 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](#)

This application will take about 3 days to process.

[Rate this e-Service](#)

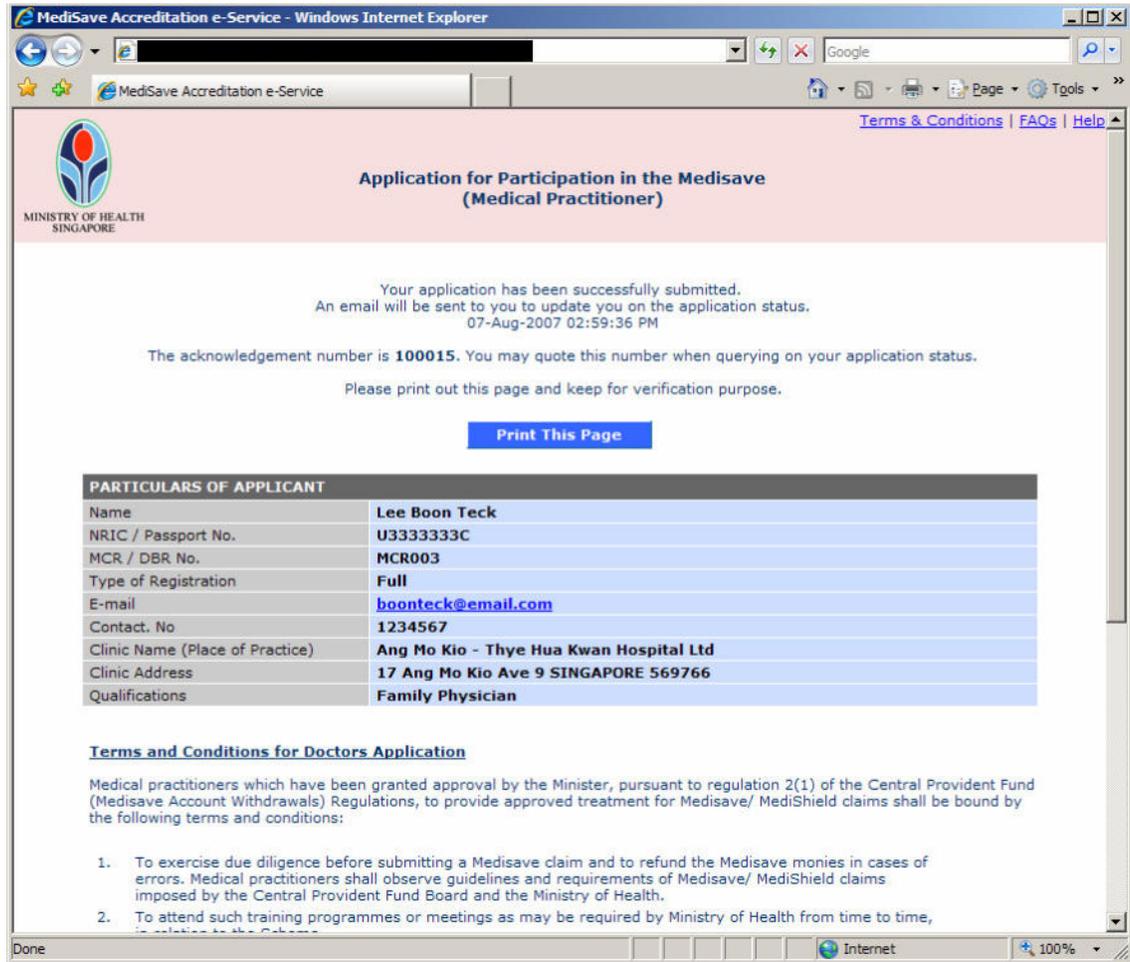
If you encounter any problems with this e-Service, please contact us at 63259487, or email moh_info@moh.gov.sg.
You may also give us your comments at <http://www.moh.gov.sg/mohcorp/feedback.aspx>.

Internet 100%

Screen 2-5 Doctor 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 2-6.



Screen 2-6 Doctor Application Form Acknowledgement Page

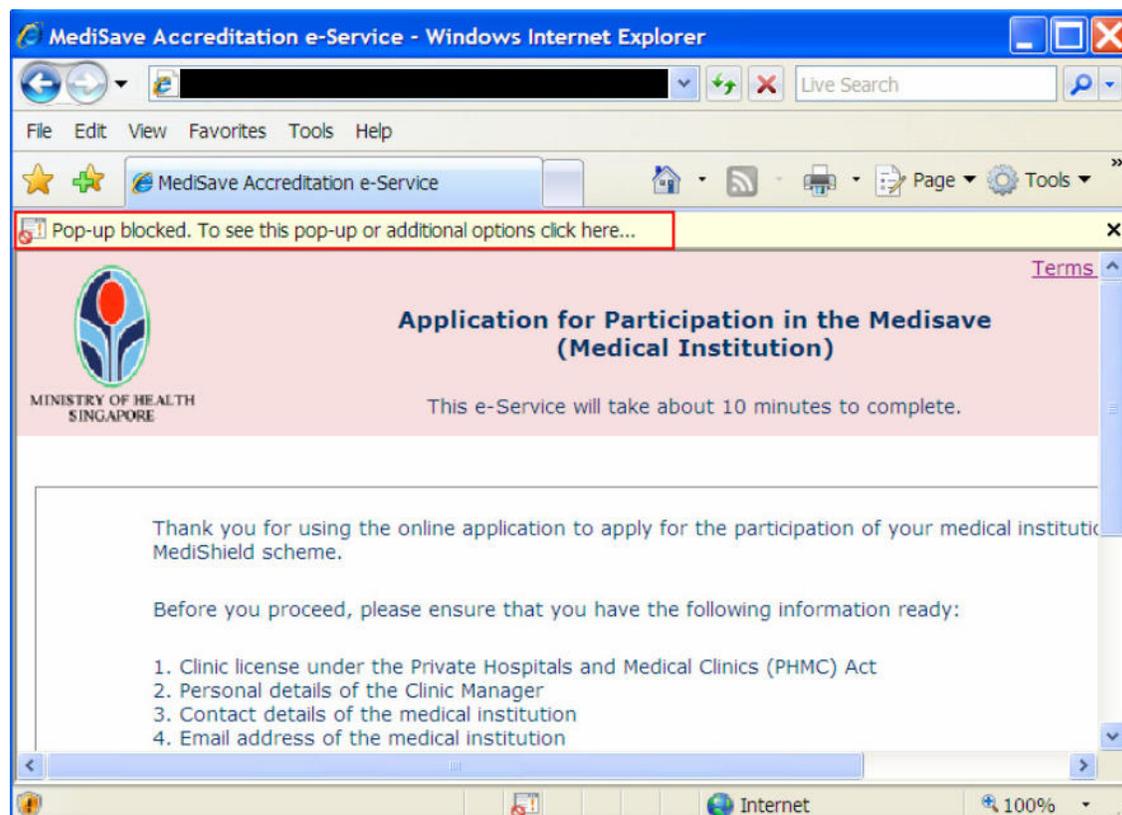
Congratulations! You have successfully submitted the Medisave accreditation application form. The acknowledgement number displayed can be used for enquiring of your application status to MOH. You may also print out the acknowledgement page and keep a copy for future reference.

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

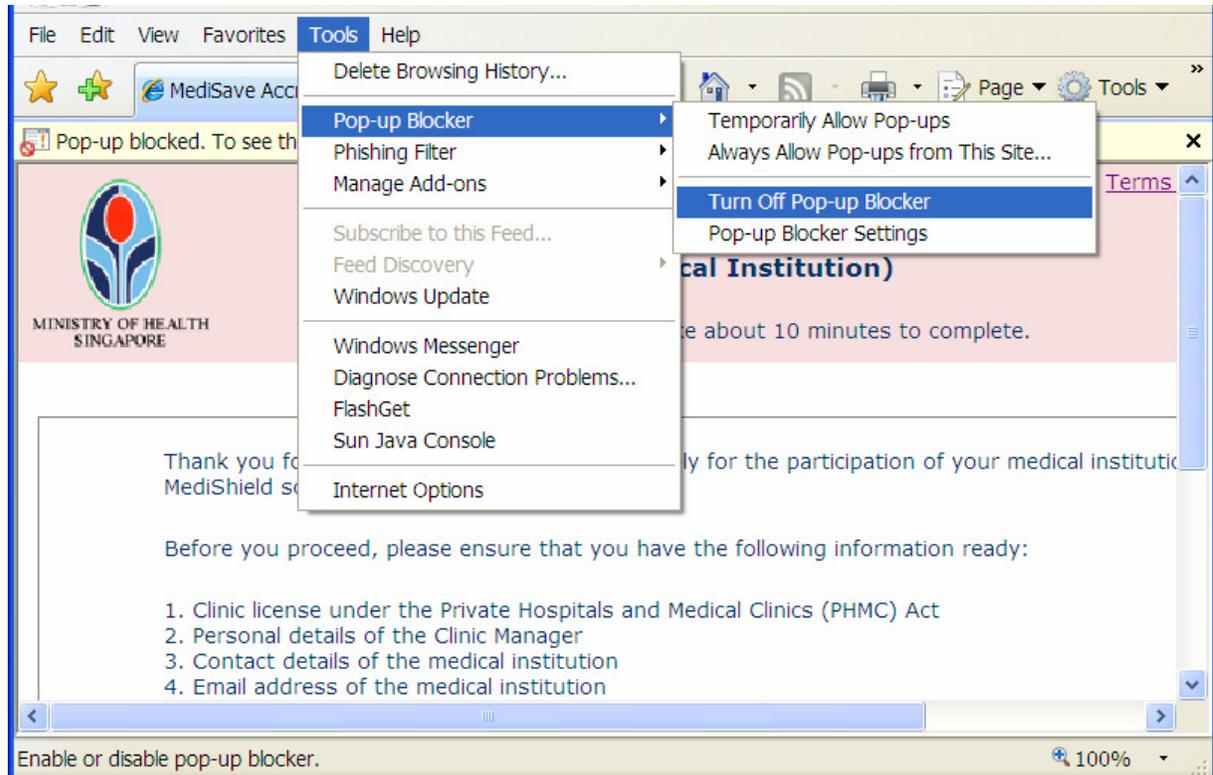
The Pop-up Blocker is a feature in Internet Explorer that is used to limit or block pop-ups. When the Pop-up Blocker is turned on, you will get an Information bar message saying “pop-up blocked. To see this pop-up or additional options click here...”, and you will not launch the pop-ups, as shown in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



Screen 3-1

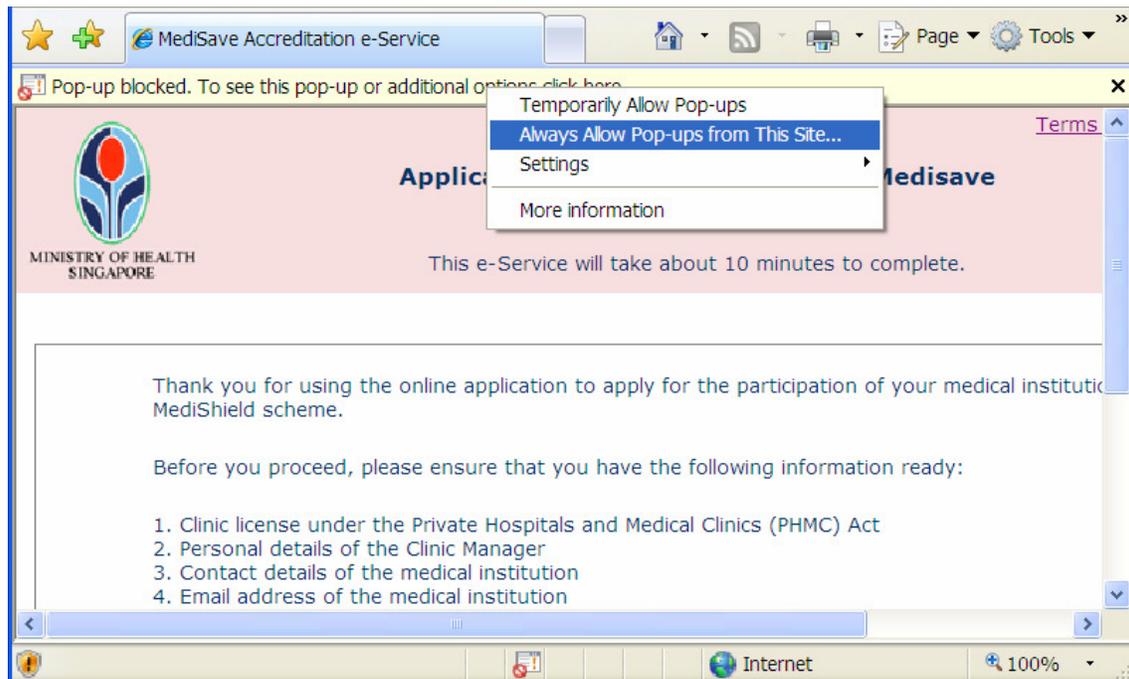
To turn Pop-up Blocker off, follow these steps, and can be referred to the following screen 3-2:

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