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	МОН

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.

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Thai Med This via a their Befc 1: P 2: M 3: E 3: E 4. A	nk you for using the online application to apply for the participation of the medical practitioner in IShield scheme. Is application is only relevant to medical practitioners who wish to make Medisave/ MediShield cla an accredited medical institution. Please seek the agreement of the medical institution for clinical premises before proceeding with this application. ore you proceed, please ensure that you have the following information ready: Personal details of the medical practitioner ICR / DBR number mail address of the medical practitioner greement of the Medisave/ MediShield accredited where the medical practitioner is granted clinical Next >	n the Medisave/ aims for patients al privileges at
[if you e	This application will take about 3 days to process.	moh.aov.soE

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
- 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.

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	Before you proceed, please ensure that you 1. Personal details of the medical practitioner 2. MCR / DBR number 3. Email address of the medical practitioner 4. Agreement of the Medisave/ MediShield ad	have the following information ready: r ccredited where the medical practitioner is granted clinical privileges.	
	This application	will take about 3 days to process.	•

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.

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MINISTRY OF HEALTH SINGAPORE	Application for I (Met	Terms & Conditions F Participation in the Medisave dical Practitioner) take about 3 minutes to complete.	AQs Help 🔺
Part 1 of 2 - Application For	m		
PARTICULARS OF APPLICANT			
Name*			
NRIC / Passport No.*	1		
MCR / DBR No.*			
Type of Registration*	C Full C Con	ditional	
E-mail*			
Contact No.*	-		
Clinic Name (Place of Practice)*		Select Clinic	
Clinic Address		×	
Qualifications*	Family Physici With M.Med (F Dentist Specialist, ple	ian M) Or GDFM ase specify specialty e specify (e.g. MO, MO Trainee, AC)	
		Next >	
* Indicates a required field			
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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.

ame of A	Accredited Clinic:	lospital	Search	
		Res	ults	
	Clinic Name		Clinic Address	
Select	Singapore General Hospital		Outram Road SINGAPORE 169608	
Select	Tan Tock Seng Hospital		11 Jl Tan Tock Seng SINGAPORE 308433	
Select	Alexandra Hospital		378 Alexandra Rd SINGAPORE 159964	
Select	National University Hospital		5 Lower Kent Ridge Rd SINGAPORE 119074	
Select	KK Women's & Children's Ho	spital	100 Bukit Timah Rd SINGAPORE 229899	
Select	Institute of Mental Health/Wo	odbridge Hospital	10 Buangkok View SINGAPORE 539747	
Select	Ang Mo Kio - Thye Hua Kwan	Hospital Ltd	17 Ang Mo Kio Ave 9 SINGAPORE 569766	
Select	Changi General Hospital		2 Simei St 3 SINGAPORE 529889	
Select	Mount Elizabeth Hospital		3 Mt Elizabeth SINGAPORE 228510	
Select	Kwong Wai Shiu Hospital		705 Serangoon Rd SINGAPORE 328127	
Select	Mount Alvernia Hospital		820 Thomson Rd SINGAPORE 574623	
Select	East Shore Hospital		321 Joo Chiat Place SINGAPORE 427990	
Select	Gleneagles Hospital		6A Napier Rd SINGAPORE 258500	
Select	Adam Road Hospital		19 Adam Rd SINGAPORE 289891	
Select	St Luke's Hospital Ltd		2 Bukit Batok St 11 SINGAPORE 659674	
				1
<u>Select</u> OTE : If t	St Luke's Hospital Ltd	ld not be found, it could be	2 Bukit Batok St 11 SINGAPORE 659674 e that the clinic is not accredited. You need to apply for the al institution.	

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.



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.

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Pop-up blocked. To see th	Pop-up Blocker Phishing Filter	Temporarily Allow Pop-ups Always Allow Pop-ups from This Site		
	Manage Add-ons	Turn Off Pop-up Blocker		
	Subscribe to this Feed Feed Discovery Windows Update	<pre>Pop-up Blocker Settings cal Institution)</pre>		
MINISTRY OF HEALTH SINGAPORE	Windows Messenger	e about 10 minutes to complete.		
Thank you fo	Diagnose Connection Problems FlashGet Sun Java Console	ly for the participation of your medical institutio		
MediShield so	Internet Options			
Before you pr	roceed, please ensure that you ha	ave the following information ready:		
 Clinic license under the Private Hospitals and Medical Clinics (PHMC) Act Personal details of the Clinic Manager Contact details of the medical institution Email address of the medical institution 				
<				
Enable or disable pop-up blocke	r.	🔍 100% 🔻		

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.

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Pop-up blocked. To see this pop-up or additional or Applic:	Temporarily Allow Pop-ups Always Allow Pop-ups from This Site Settings	x Terms ^
MINISTRY OF HEALTH This e-	Service will take about 10 minutes to comple	ete.
Thank you for using the online app MediShield scheme. Before you proceed, please ensure	blication to apply for the participation of your	r medical institutic
 Clinic license under the Private H Personal details of the Clinic Mar Contact details of the medical in Email address of the medical ins 	lospitals and Medical Clinics (PHMC) Act nager stitution titution	×
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Screen 3-3