

**FREQUENTLY ASKED QUESTIONS ON THE NEW AMALGAMATED
SECRETARIAT OF HEALTHCARE PROFESSIONAL BOARDS (SPB)**

For Healthcare Professionals	
Q1	I would like to apply for professional registration to practise in Singapore. Do I submit my registration application to the Professional Board for my profession (e.g. SNB, SMC or TCMPB) or to the Secretariat of Healthcare Professional Boards (SPB)?
A1	<p>All healthcare professionals will continue to be registered and regulated by their respective professional boards (PBs). Registration applications should therefore continue to be submitted to your relevant PBs (i.e. SNB, SMC, TCMPB, SDC, SPC, AHPC, OOB, SAB, FPAB, DSAB, PSAB). There is no change to the existing registration process as your application will be seamlessly managed by the new secretariat, the SPB for all the PBs.</p> <p>For information on registration application, you should still refer to the websites of your respective PB at https://www.healthprofessionals.gov.sg.</p>
Q2	With the set-up of SPB, would there be any changes in the application process e.g. for my Practising Certificate renewal and/or Continuing Professional Education (CPE) points?
A2	<p>There will be no change to the prevailing processes or policies/guidelines at this point in time. The services provided by SPB to the PBs are for administrative support for the decisions by your Board or Council. All applications for PC renewal and CPE points should continue to be submitted via the Professional Registration Systems (PRS) through the respective Board and Council websites.</p> <p>There may however be changes in future to improve processes and efficiency. All regulated professionals would be informed of such changes before implementation.</p>
Q3	How does it benefit us (healthcare professionals) with the setting up of SPB? Will my application be processed or approved faster since you have streamlined the processes?
A3	<p>SPB, together with the PBs, will look at the processes, where possible under the prevailing Acts and Regulations to bring about better efficiency and productivity for the PBs to benefit all Boards/Councils and health professionals.</p>

For Employers, HR Personnel, Training Providers and other Stakeholders

Q4	How is SPB organised?												
A4	<p>There are eight divisions within the SPB supporting the different functions of the healthcare PBs. They are the:</p> <ul style="list-style-type: none"> a) Registration Division; b) Accreditation & Continuing Professional Education Division; c) Supervised Practice Division; d) Professional Conduct & Professional Standards Division; e) Investigation Division; f) Corporate Services Division; g) Legal Division; and h) Planning Division. <p>The Executive Secretaries or designates in the PBs have key appointments in the SPB Management Team to support the Executive Director of SPB by taking on lead roles for the various functional divisions across all Boards/Councils.</p>												
Q5	Whom should I contact in SPB for the various issues?												
A5	<p>For a start, the majority of our officers will be deployed to the same area of work in SPB to ensure a smooth transition. You may continue to write to them using the same email address until 31 Dec 2019. From 1 Jan 2020 onwards, their email addresses will be updated from “<name of officer>@<pb>.gov.sg” to “<name of officer>@spb.gov.sg”.</p> <p>Similarly, for generic email addresses of all PBs, the email domain name will be updated with effect from 1 Jan 2020. See examples below:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #002060; color: white;"> <th style="width: 10%;">PB</th> <th style="width: 45%;">Till 31 Dec 2019</th> <th style="width: 45%;">With effect from 1 Jan 2020</th> </tr> </thead> <tbody> <tr> <td>SMC</td> <td>Enquiries@smc.gov.sg</td> <td>SMC@spb.gov.sg</td> </tr> <tr> <td>SNB</td> <td>SNB_Contact@snb.gov.sg</td> <td>SNB@spb.gov.sg</td> </tr> <tr> <td>PSAB</td> <td>PSAB_Enquiries@spc.gov.sg</td> <td>PSAB@spb.gov.sg</td> </tr> </tbody> </table>	PB	Till 31 Dec 2019	With effect from 1 Jan 2020	SMC	Enquiries@smc.gov.sg	SMC@spb.gov.sg	SNB	SNB_Contact@snb.gov.sg	SNB@spb.gov.sg	PSAB	PSAB_Enquiries@spc.gov.sg	PSAB@spb.gov.sg
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Q6	With the set-up of SPB, would the existing IT system, the Professional Registration System (PRS) of all PBs be integrated as one common system?												
A6	<p>There will be no change to the existing IT system, called the PRS, which is a single system that caters for all PBs. SPB may develop a common IT system for all PBs in the future.</p>												

For Public / Patients

Q7	Why is there a need to set up a joint Secretariat team to provide services to the PBs?																																				
A7	Most PBs are relatively small. The consolidation of resources and staff of the PBs as a joint Secretariat team achieves greater scale and provides better career opportunities and training to staff while improving organisational efficiencies.																																				
Q8	For complaints against healthcare professionals, how do I submit the complaint to SPB?																																				
A8	All registered healthcare professionals are regulated by their respective PBs. All complaints should continue to be submitted to the relevant PBs based on the prevailing law and its guidelines and processes. For more information on the complaints process, please refer to the relevant PBs' websites at https://www.healthprofessionals.gov.sg .																																				
Q9	How do I seek clarifications / provide feedback to SPB and/or the PBs going forward?																																				
A9	You may write in to us using the emails below: <table border="1" data-bbox="242 1043 1426 1608"> <thead> <tr> <th>PB</th> <th>Till 31 Dec 2019</th> <th>With effect from 1 Jan 2020</th> </tr> </thead> <tbody> <tr> <td>AHPC</td> <td>Enquiries@ahpc.gov.sg</td> <td>AHPC@spb.gov.sg</td> </tr> <tr> <td>OOB</td> <td>Enquiries@oob.gov.sg</td> <td>OOB@spb.gov.sg</td> </tr> <tr> <td>SDC</td> <td>Enquiries@dentalcouncil.gov.sg</td> <td>SDC@spb.gov.sg</td> </tr> <tr> <td>SMC</td> <td>Enquiries@smc.gov.sg</td> <td>SMC@spb.gov.sg</td> </tr> <tr> <td>SNB</td> <td>SNB_Contact@snb.gov.sg</td> <td>SNB@spb.gov.sg</td> </tr> <tr> <td>SPC</td> <td>Enquiries@spc.gov.sg</td> <td>SPC@spb.gov.sg</td> </tr> <tr> <td>TCMPB</td> <td>Enquiries@tcmpb.gov.sg</td> <td>TCMPB@spb.gov.sg</td> </tr> <tr> <td>DSAB</td> <td>DSAB_Enquiries@dentalcouncil.gov.sg</td> <td>DSAB@spb.gov.sg</td> </tr> <tr> <td>FPAB</td> <td>FPAB_Enquiries@smc.gov.sg</td> <td>FPAB@spb.gov.sg</td> </tr> <tr> <td>PSAB</td> <td>PSAB_Enquiries@spc.gov.sg</td> <td>PSAB@spb.gov.sg</td> </tr> <tr> <td>SAB</td> <td>SAB_Enquiries@smc.gov.sg</td> <td>SAB@spb.gov.sg</td> </tr> </tbody> </table>	PB	Till 31 Dec 2019	With effect from 1 Jan 2020	AHPC	Enquiries@ahpc.gov.sg	AHPC@spb.gov.sg	OOB	Enquiries@oob.gov.sg	OOB@spb.gov.sg	SDC	Enquiries@dentalcouncil.gov.sg	SDC@spb.gov.sg	SMC	Enquiries@smc.gov.sg	SMC@spb.gov.sg	SNB	SNB_Contact@snb.gov.sg	SNB@spb.gov.sg	SPC	Enquiries@spc.gov.sg	SPC@spb.gov.sg	TCMPB	Enquiries@tcmpb.gov.sg	TCMPB@spb.gov.sg	DSAB	DSAB_Enquiries@dentalcouncil.gov.sg	DSAB@spb.gov.sg	FPAB	FPAB_Enquiries@smc.gov.sg	FPAB@spb.gov.sg	PSAB	PSAB_Enquiries@spc.gov.sg	PSAB@spb.gov.sg	SAB	SAB_Enquiries@smc.gov.sg	SAB@spb.gov.sg
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