



MINISTRY OF HEALTH  
SINGAPORE

MH 34:24/8

MOH Circular No. 49/2021

03 May 2021

All registered TCM practitioners

## UPDATE ON SAFE MANAGEMENT MEASURES FOR TCM SERVICE PROVIDERS AND PROVISION OF TCM SERVICES IN PHASE 3

The Multi-Ministry Taskforce had announced on 24 Mar 2021, the updated MOM and PSD requirements for safe management measures at the workplace from 5 Apr 2021. This Circular provides updated guidelines on the safe management measures (SMM) for Traditional Chinese Medicine (TCM) service providers and the provision of TCM services in phase 3. It supersedes the earlier guidelines on safe management measure for workplace (para 7 of MOH Circular No. 241/2020, dated 24 Dec 2020).

2. Globally, we are seeing resurgence of COVID-19 cases. In Singapore, sporadic unlinked community cases and the recently reported local clusters indicate that community transmission can still happen. Even as local COVID-19 vaccination rate is increasing, we are still some months away from achieving extensive population coverage. While vaccination reduces the risks of symptomatic and asymptomatic infection, there have been cases of infection with high viral loads in fully vaccinated persons. Therefore, we must continue to remain vigilant and be ready to respond to any potential surges in COVID-19 cases.

### KEY PRINCIPLES

3. The following principles continue to apply, where practicable:
- Consultations for stable patients that can be conducted via tele-consultation should continue but face-to-face consultation should be planned if medically indicated. All patients with acute respiratory infection symptoms should be seen at Public Health Preparedness Clinics (PHPCs) for evaluation and swabbed, if assessed necessary.
  - Medication delivery, home visits, or other appropriate care monitoring efforts should continue for suitable patients where appropriate.



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- c. Business Continuity Plans (BCP) remain necessary. Measures must vary between non-patient fronting staff and patient fronting staff, taking into the need for business continuity and minimizing the risk of cross transmission.
- d. TCM service providers/TCMPs should continue with prevailing safe management measures, regardless of the COVID-19 vaccination status of staff, patients, caregivers, visitors, and vendors. This includes temperature checking as currently practised, and monitoring of health for all staff.

## PROVISION OF TCM SERVICES WITH CONTINUED VIGILANCE

4. Even with the current low number of community cases, we need to maintain vigilance and preparedness against potential surge in COVID-19 cases. All TCM providers / TCMPs should continue **to refer all patients with acute respiratory symptoms, regardless of their COVID-19 vaccination status, to the PHPCs Swab-and-Send-Home (SASH) clinics.** You can search for your nearest SASH PHPC at [www.phpc.gov.sg](http://www.phpc.gov.sg).

5. Strict social distancing and infection prevention and control measures must be implemented for all **staff, patients, caregivers, visitors and vendors regardless of their COVID-19 vaccination status**, including:

- a. No entry for anyone who presents with flu-like symptoms or on medical leave due to ARI;
- b. If necessary, patients should be accompanied by only 1 caregiver;
- c. Check-in using TT-only SE / SafeEntry;
- d. TCM service providers to maintain safe-distancing measures to prevent overcrowding;
- e. To wash their hands with soap and water for at least 20 seconds or applying at least 60% alcohol-based disinfection rubs before entry;
- f. To wear a mask<sup>1</sup> at all times; and
- g. To maintain a distance of at least 1m between groups (e.g. from other patients and/or caregivers).

## TRANSITION FROM SAFEENTRY TO TRACETOGETHER SAFEENTRY FROM 1 JUNE 2021

6. TCM service providers/TCMPs should continue to manage patient/visitor flow at various services touch points to ensure that required safe distancing measures are adhered to, and comply with procedures and controls that enable or facilitate contact tracing. From 1 June 2021, TraceTogether-only SafeEntry (TT-only SE), which can only be done using the TT token or app, **will be mandatory** and will replace SafeEntry (SE). Healthcare settings, including TCM service providers, must be able to accept TraceTogether-only SafeEntry (TT-only SE) check-ins across all entry points and/or

<sup>1</sup> Minimally a reusable mask



branches. TCM service providers that have not implemented the scanning of TT tokens are strongly encouraged to start accepting TT tokens as a mode of SafeEntry check-in as soon as possible, by applying for a free SafeEntry Gateway (SEGW) Box<sup>2</sup>.

7. From 1 June 2021 when TT-only SE becomes mandatory, IDs would not be accepted for entry. Individuals should only be granted entry with IDs under exceptional situations (e.g. TT app users with a mobile phone that is out of battery) at the discretion of providers, via the SE (Business) App. Providers should also exercise discretion if TT-only SE check-in cannot be done such as under the following extenuating circumstances involving:

- a. Emergency personnel such as medical/ambulance services;
- b. Individuals who have severe disabilities or special needs and have trouble producing their TT token or app; and/or
- c. Individuals who are distressed and seeking essential services.

8. From now till 1 June 2021, TCM service providers/TCMPs should continue to enforce SE check-in for all staff, patients, visitors, and vendors (where applicable) prior to their entry into the premise, in order to expedite contact tracing if needed. TCM service providers/TCMPs should proactively inform staff, patients, caregivers, visitors, and vendors on the upcoming implementation of TT-only SE, to allow sufficient time for TT token collection and familiarization of the TT app (if they have not done so)<sup>3</sup>.

## SAFE MANAGEMENT MEASURES AT WORKPLACE

9. The updated safe management measures for TCM service providers, **regardless of one's COVID-19 vaccination status** are as follows. These safe management measures take into account the need for the safety and wellbeing of patients and staff, and striking a balance in returning to some level of normalcy:

- a. **Split Team Arrangements**: To mitigate the risk of infection exposure and spread and to ensure business continuity, TCM service providers/TCMPs should continue to adopt split team arrangements **for patient-facing staff**, where practicable. Cross-interaction between staff in different teams (i.e. between non-patient facing and patient-facing staff) should be minimised.
- b. **Work-From-Home (WFH) Arrangements**: Where applicable, WFH will no longer be the default. However, where practicable, TCM service providers/TCMPs should continue to encourage staff to WFH. Up to a maximum of 75% of staff who are able to WFH can return to the workplace at any one time.

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<sup>2</sup> To apply for a SEGW Box, please visit the SafeEntry website ([www.safeentry.gov.sg/login](http://www.safeentry.gov.sg/login)) and log in with your SE business account. For more information on the SEGW, please visit <https://go.gov.sg/gateway-overview>.

<sup>3</sup> For more information and resources on TT-only SE, please refer to <https://www.safeentry.gov.sg/tracetgether-only-safeentry>. For more information on where to collect TT tokens, please refer to <https://token.gowhere.gov.sg/>.



- c. Staggered Work Hours: Subject to operational feasibility, TCM service providers/TCMPs can also consider implementing staggered start times and flexible working hours to avoid peak hours travel. In the same vein, staff should be encouraged to take staggered meal breaks to avoid congestion of staff at common spaces.
- d. Physical Events and Meetings at Workplace: All physical work-related events at the workplace must adhere to prevailing workplace safe management measures. The number of persons must be capped at 50 persons, with at least 1 metre safe distancing between individuals<sup>4</sup>. Food or drinks should only be served if incidental to the workplace event (e.g. the meeting or event extends over lunchtime). Cross-interaction between staff in different teams should be minimised. HCIs should continue to conduct virtual meetings as far as possible.
- e. On-site Trainings and Conferences. Physical trainings and conferences can include participants from more than one TCM institution. The total number of participants must be capped at 50 persons, and with at least 1 metre safe distancing between individuals. Cross-interaction between staff in different teams within the same TCM institution should be minimised. Physical trainings and conferences exceeding 50 persons in total would need to apply to the Singapore Tourism Board for the event to be classified as a MICE event<sup>5</sup>, and comply with the safe management measures set out by STB.
- f. Social and Recreational Gatherings: Social and recreational gatherings of staff within or outside of workplace (e.g. team lunch) are allowed but must be limited to no more than eight people. Cross-interaction between staff in different teams should be minimised.
- g. Cross-Institutional Movement: Although cross-institutional movement restrictions (irrespective of within or different campus) have been lifted<sup>6</sup>, unnecessary physical movements of staff between TCM institutions should continue to be avoided.

## FOR COMPLIANCE

10. The above updated guidelines on safe management measures for TCM service providers and provision of TCM services are for immediate compliance and will apply

<sup>4</sup> Work-related events are subjected to prevailing safe management measures, including maintaining at least 1 metre safe distancing between individuals and adhering to capacity limits of the venue, with the maximum number of participants capped at 50 persons.

<sup>5</sup> MICE event refers to Business-to-Business events such as Meetings, Incentive travels, Conference and Exhibitions. Events that are substantially recreational or social in character, such as company dinner and dances, networking events or gala dinners, do not fall within the MICE events contemplated here and are currently not permitted.

<sup>6</sup> Per MOH Cir 185/2020 and 230/2020. This does not apply to healthcare staff who are visiting patients at their own homes and home-based care services. The guidelines on staff movement pertaining to delivery of home-based care services will be provided separately.



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until further notice. The Ministry will continue to monitor the COVID-19 situation and review the guidelines when necessary.

11. Thank you.



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03 May 2021

致：中医注册执业者

卫生部通告 49/2021

**中医服务提供者的安全管理措施和在第三阶段提供中医服务的最新通知**

多部门工作小组已于2021年3月24日宣布，人力部和公共服务署将从2021年4月5日起，更新工作场所安全管理措施的要求。此通告为中医服务提供者的安全管理措施以及在第三阶段提供中医服务提供最新的指导原则，并取代之前的工作场所安全管理措施指导原则（卫生部于2020年12月24日发出的第241/2020号通告第7段）。

2. 2019 冠状病毒疾病 (COVID-19) 的全球病例正在回升。在新加坡，不规则且未发现关联的社区感染病例的出现，以及近日所报道的本地感染群事件，都显示社区传播仍可发生。虽然本地的 COVID-19 疫苗接种率正在上升，但距离覆盖广泛人口的目标还有几个月的时间。虽然接种疫苗可以降低有症状性和无症状性感染的风险，但也有一些病例是在完成疫苗接种后仍然出现高病毒含量的感染。因此，我们必须继续保持警惕，做好准备以应对 COVID-19 病例可能激增的情况。

**主要原则**

3. 在可实行的情况下，继续遵守下列原则：

- a. 对于病情稳定的病人，应继续通过远程咨询为病人提供咨询，但如果病情需要，则应该安排面对面咨询。所有患有急性呼吸道感染症状的病人应该到公共卫生防范诊所 (PHPC) 接受评估，并在必要时，接受拭子检测。
- b. 在适当的情况下，应继续为合适的病人提供药物递送、家访或其他适当的护理监测。
- c. 业务连续性计划 (Business Continuity Plans) 仍是必要的。无需与病人接触的员工和需与病人接触的前线员工所采取的措施必须有所不同，以确保业务连续性，并尽量减少交叉传播的风险。



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- d. 无论员工、病人、看护者、访客和供应商等是否已接种疫苗，中医服务提供者/中医师都应继续采取现行的安全管理措施，包括体温检测，以及对所有员工的健康状况进行监测。

### 在提供中医服务时应持续保持警惕

4. 尽管社区病例不多，我们依然必须保持警惕，并对可能激增的COVID-19病例做好防范。因此，所有中医服务提供者/中医师应继续将所有患有急性呼吸道症状的病人，不论是否已接受COVID-19疫苗接种，转诊到最靠近并参与拭子检测计划 (**Swab-And-Send-Home**，简称 **SASH**) 的公共卫生防范诊所(PHPC)。您可上网到 [www.phpc.gov.sg](http://www.phpc.gov.sg) 查询最靠近您的 SASH PHPC。

5. 所有员工、病人、看护者、访客和供应商等，不论是否已接种COVID-19疫苗，都必须遵守严格的社交距离和感染预防与控制措施，包括：

- 不允许任何出现类似流感症状或因急性呼吸道感染而值病假的人士进入场所；
- 若有需要，病人应该只由一位看护者伴随；
- 使用“合力追踪登记”或 **SafeEntry** 系统登记进入场所；
- 所有中医服务提供者必须继续实施严谨的安全距离措施，以避免出现拥挤现象；
- 在进入场所前，访客需用肥皂和清水洗手至少 20 秒，或使用含有至少 60 % 的酒精消毒搓手液；
- 时刻佩戴口罩<sup>1</sup>；及
- 在不同群组之间保持至少 1 米的距离（例如与其他病人和/或看护者）。

### 从2021年6月1日起，由SAFEENTRY过渡至“合力追踪登记”(TRACETOGETHER SAFEENTRY)

6. 中医服务提供者/中医师应继续在各个服务接触点管理病人/访客的流动，确保他们遵守安全距离措施，以及相关程序和管制措施，以协助追踪工作。从 2021 年 6 月 1 日起，只能通过 **TraceTogether** 防疫器或应用程序完成的“合力追踪登记”将是强制性的，并将取代 **SafeEntry**。所有医疗护理设施，包括中医服务提供者，必须能够在所有入口处和/或分店接受“合力追踪登记”。卫生部强烈鼓励那些还未实行 **TraceTogether** 防疫器扫描的中医服务提供者向当局申请免费的 **SafeEntry Gateway (SEGW) Box<sup>2</sup>**，以尽快开始接受防疫器为 **SafeEntry** 登入的方式。

<sup>1</sup> 至少穿戴可重复使用性口罩

<sup>2</sup> 欲申请 SEGW Box，请到 **SafeEntry** 网站 ([www.safeentry.gov.sg/login](http://www.safeentry.gov.sg/login)) 登入您的 SE Business 账户。请浏览 <https://go.gov.sg/gateway-overview> 获取更多有关 SEGW 的信息。



7. 2021年6月1日起实施强制性“合力追踪登记”后，个人将不能使用身份证登记进入场所。服务提供者只有在特殊情况下（如TraceTogether 应用使用者的手机没电），才可通过 SafeEntry (Business) 应用程序允许个人使用身份证进入场所。但服务提供者也应酌情处理某些可能无法实施“合力追踪登记”登入的情况，列如涉及下列人士时：

- a. 急救人员，如医疗/救护车服务人员；
- b. 有严重残障或特殊需要，而在提供 TraceTogether 防疫器或应用程序方面有困难的人士；以及/或
- c. 感到极度不适并寻求必要服务的人士。

8. 从现在至 2021 年 6 月 1 日，中医服务提供者/中医师应持续地确保所有员工、病人、看护者、访客和供应商等使用 SafeEntry 登记后，才允许他们进入场所，以在有需要时加快追踪过程。中医服务提供者/中医师应积极、主动地与员工、病人、看护者、访客和供应商等沟通，通知他们即将推行的“合力追踪登记”，让他们有足够时间领取 TraceTogether 防疫器和熟悉 TraceTogether 应用程序的使用（若未领取或下载）<sup>3</sup>。

## 工作场所安全管理措施

9. **无论各人是否已接种疫苗**，下列为中医服务提供者应采取的最新安全管理措施。这些安全管理措施考虑到病人和医护人员的安全和福利，并在恢复正常状态之际取得平衡。

- a. **分组办公安排**：为了避免感染及传播病毒的风险，以及确保业务的连续性，中医服务提供者/中医师应继续为**需与病人接触的员工**保持分组办公安排。不同团队的员工之间（即无需与病人接触的员工和需与病人接触的员工）应尽量减少交叉互动。
- b. **居家办公安排**：在适当的情况下，居家办公将不再是既定模式。但是，在可实行的情况下，中医服务提供者/中医师应继续鼓励员工居家办公。在任何时段，最多只有**75%**可居家办公的员工可返回工作场所。
- c. **错开工作时间**：在可实行的情况下，中医服务提供者/中医师也可考虑实行错开或灵活安排上下班时间，以避开繁忙出行时段。同样的，员工也应错开用餐时间，以避免在公共空间出现人潮拥挤的情况。
- d. **工作场所的实体活动和会议**：所有工作相关的实体活动都必须遵守现行的工作场所安全管理措施。人数不能超过**50**人，人与人之间必须有至少**1**米的

<sup>3</sup> 请浏览 <https://www.safeentry.gov.sg/tracetogether-only-safeentry> 获取更多有关“合力追踪登记”的信息和资料。欲知可领取 TraceTogether 防疫器的地点，请浏览 <https://token.gowhere.gov.sg/>。





安全距离<sup>4</sup>。食物或饮料应该在附带于工作相关活动时（如会议或活动超过午餐时间）才能供应。不同团队的员工之间应尽量减少交叉互动。公司应继续尽可能举行虚拟会议。

- e. 实体培训和大型会议：实体培训和大型会议将允许不同中医机构的参与者。人数不能超过 50 人，人与人之间必须有至少 1 米的安全距离。属同个中医机构但不同团队的员工应尽量减少交叉互动。总人数超过 50 人的实体培训和大型会议须向新加坡旅游局提出申请归类为 MICE<sup>5</sup>活动，并遵守旅游局所制定的安全管理措施。
- f. 社交和休闲聚会：员工之间的社交和休闲聚会是允许的，但不可超过八人。不同团队的员工之间应尽量减少交叉互动。
- g. 跨机构流动：虽然跨机构流动限制已经解除，但应继续避免中医机构之间不必要的人员流动。

## 遵守通告

10. 上述有关中医服务提供者的安全管理措施和提供中医服务的最新指导原则将立即实施，直至另行通知为止。卫生部将继续密切留意 COVID-19 疫情，并在必要时检讨有关指导原则。

11. 谢谢。



卫生部医药总监

麦锡威副教授

以上文件以英语原文为准

<sup>4</sup> 与工作有关的活动须遵守现行的安全管理措施，包括在各人之间保持至少 1 米的安全距离，以及遵守场地的容量限制，顶限为 50 人。

<sup>5</sup> MICE 活动指的是企业对企业的活动，如会议、激励活动、大型会议及展览。属于娱乐或社交性质的活动，如公司晚宴、联谊活动或联欢晚宴，不属于本活动的范围，而在目前是不被允许的。

