SINGAPORE MEDICAL COUNCIL

Frequently Asked Questions

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Updated on 9 April 2019

▪ Medical Registration

Q1	How do I update my particulars?
A1	To update personal details, please login to the Professional Registration System (PRS): (i) Click '*Login for Doctors & Providers*' at www.smc.gov.sg; (ii) Select '*Doctor*'; (iii) Click '*Login here with SingPass*' tab; (iv) Enter SingPass ID and password. After login, you may access Administration -> Update Particulars function.
Q2	**What is COPS? How do I request for a copy of the COPS?**
A2	COPS is a Certificate of Professional Status. It was previously known as CGS - Certificate of Good Standing. The COPS includes basic information on the doctor's registration status with SMC and any other information related to the doctor's performance, including any action that has been taken against the doctor by SMC. It is issued directly to the overseas regulatory body or medical council and the doctor will receive a duplicate copy of the COPS through email. COPS application can only be done online and it will take about 15 minutes to complete. There is a non-refundable fee of S$80 for the application payable only via credit card. The average processing time of a straightforward application is 14 working days. SMC will take a longer time to review a complex application. To proceed with the application for COPS, please login here to SMC's Professional Registration System. To apply: (i) Click here to login to Professional Registration System; (ii) Select '*Doctor*'; (iii) Click '*Login here with SingPass*' tab; (iv) Enter SingPass ID and password. After login, you may access Application → CGS/COPS function.

Q3	**I have just obtained a new NRIC number and am unable to login to PRS via SingPass. What should I do?**
A3	You will need to update your NRIC details with SMC. Please email us at enquiries@smc.gov.sg to submit a **certified true copy** of your NRIC (front and back) for updating. A true copy must be certified by either the Human Resource Personnel of your current local employer or a Notary Public with an official stamp, the full name of the signatory and a professional designation. Once the update is completed, we will notify you and you can proceed to log in.
Q4	**I am an international medical graduate. What are the criteria for me to be registered as a doctor in Singapore?**
A4	The Singapore Medical Council (SMC) will only consider granting medical registration to an International Medical Graduate whose basic medical qualification is listed in the 'List of Registrable Basic Medical Qualifications', or who possesses a qualification in the list of 'List of Registrable Postgraduate Medical Qualifications '. In addition, the doctor must fulfil the SMC's prevailing requirements, **which includes an offer of employment with an SMC-approved healthcare institution**. Please note that SMC reviews all registrable qualifications including the list of medical schools in the Second Schedule on a regular basis. SMC will update the 'List of Registrable Basic Medical Qualifications' and 'List of Registrable Postgraduate Medical Qualifications ' whenever there are changes and you should check SMC's website at www.smc.gov.sg for the latest updates. Please note that satisfaction of the general criteria for medical registration **does not guarantee approval**. Every application for medical registration will be considered by SMC, based on its own merits and SMC's assessment which may include overall performance, clinical experience, disciplinary or criminal records and are subject to SMC's prevailing requirements that may change from **time to time**.
Q5	**I was previously registered with SMC. Can I apply for registration with SMC again?**
A5	To apply for re-registration, you will need to submit a new application online for medical registration to SMC; subject to an offer of employment and **SMC's prevailing requirements for registration** at the point of application. You may

	refer to the following links on the prevailing requirements for medical registration: (i) Requirements for Conditional Registration (ii) Documentation Requirements & Processing Time All the supporting documents required for the application for medical registration must be uploaded, except for the letter of verification (LV) for your medical qualification. Any new information or documents not provided/furnished before must be submitted in support of your new application. Please note that doctors applying for re-registration or change of employer must also fulfil the prevailing Continuing Medical Education (CME) requirements before applying for a new practising certificate (PC). Such doctors are advised to fulfil such requirements early as the processing time for CME applications may take 3 to 4 weeks. You may visit our SMC website for the CME requirements for doctors. Please note that doctors whose names were removed from the register cannot apply for re-registration. They may only apply for restoration of their names to the SMC's register, subject to prevailing conditions and fees, followed by an application for a new PC.
Q6	**Is my qualification recognised for medical registration with SMC?**
A6	To find out if your qualification is recognised for medical registration with SMC, please refer to the following links: Basic medical qualification List of Registrable Basic Medical Qualifications Postgraduate qualification List of Registrable Postgraduate Medical Qualifications Other than possessing a recognised qualification, you must have an offer of employment with an SMC-approved healthcare institution, and fulfil all prevailing requirements before you submit your application to SMC for consideration. You may refer to the following links on the prevailing requirements for medical registration: (i) Requirements for Conditional Registration (ii) Documentation Requirements & Processing Time As explained in Q4 above, satisfaction of the general criteria for medical registration **does not guarantee approval**.

Q7	**How do I submit an application for medical registration with SMC?**
A7	You will need to login to the Professional Registration System (PRS) here to submit your application online. The current system software works best with Internet Explorer. If you have not been registered with SMC previously, please click on "Pre-Application for New Doctors Only" and answer the requisite questions to allow the system to generate a temporary User ID and password for you to login to PRS. If you are currently registered or had been previously registered with SMC, please login using your old MCR number for re-registration. Details on the application process and supporting documents required for registration are found at Documentation Requirements & Processing Time.
Q8	**I have graduated as a medical doctor and completed residency overseas. I am interested to work in Singapore as a Specialist. What types of documentation or certifications would I need in order to work in Singapore?**
A8	SMC will only consider granting medical registration to an International Medical Graduate whose basic medical qualification is listed in the 'List of Registrable Basic Medical Qualifications', or who possesses a qualification in the list of 'List of Registrable Postgraduate Medical Qualifications ' and fulfils SMC's prevailing requirements including **an offer of employment with an SMC-approved healthcare institution**. However, if you are enquiring on how to be accredited and registered as a Specialist in Singapore, it is a two-step process as follows: (i) You must first be accredited by the Specialists Accreditation Board (SAB). (ii) Only upon successful accreditation by SAB, can the Singapore Medical Council (SMC) process your application for specialist registration. We advise that concurrent applications be submitted to SAB & SMC in order to avoid any delay in the processing of the applications. Visit the SAB website here for more information on how a foreign trained specialist can be accredited and the SMC website here for information relating to specialist registration after getting the accreditation. Foreign-trained doctors must receive an employment offer with approved hospitals or healthcare providers in Singapore before submitting an application

	for accreditation and registration. Please note that all applications will be considered on its own merits.
Q9	**I have obtained a Family Medicine (FM) qualification and am interested in finding out about Family Physician accreditation.**
A9	The criteria for Family Physician (FP) Accreditation are: (i) must be practising in Singapore at the time of application; (ii) must possess a postgraduate Family Medicine (FM) qualification (e.g. MMed(FM), GDFM, MRCGP) recognised by the Family Physicians Accreditation Board (FPAB) Singapore; (iii) have at least 3 years of post-housemanship clinical FM practice; and (iv) must practise Family Medicine locally in Singapore for at least 30 hours per month with such practice months totalling at least 1 year in the preceding 3 years at the time of application. Your detailed work experience / CV must be submitted to verify the above criteria. The FPAB recognises clinical experience from post-housemanship onwards only in selected hospital postings recognised as relevant for FM with a cap on the duration of each type of posting. You should list your work experience in chronological order and it should have the following information including residency training details where applicable: (i) Full name of the department(s)/clinic(s) (including Residency Continuity Clinics) that you practise/practised at; (ii) Start and end dates (mm/yyyy) (including Residency Continuity Clinics) for each posting/practice place; (iii) Number of clinical hours you spent on a weekly basis at each practice place (including Residency Continuity Clinics); and (iv) A brief description of your work scope for each posting/practice place (information should include the range of cases and profile of patients you seen). Please note: (i) Besides the criteria above, each application will be considered based on prevailing criteria for registration and subject to the assessment and approval of the FPAB. (ii) Doctors who are not registered as Family Physicians are not allowed to assume such title. Doctors found doing so may be subject to disciplinary action as stipulated in Section 65(1A) of the Medical Registration Act. The application fee is not refundable once successfully submitted in the SMC's Professional Registration System.

Q10	**When can conditionally registered doctors apply for full registration?**
A10	Conditionally registered doctors may apply for full registration after they have fulfilled the conditions and periods of supervised practice which includes prevailing criteria of overall performance, professional conduct and professionalism and fitness to practise. You may refer to the following link on the eligibility and documentation requirements for full registration: Eligibility and documentation requirements for Full Registration
Q11	**How do I register my postgraduate qualification?**
A11	Medical practitioners can apply to have their postgraduate qualifications registered by submitting an online application. Please login to the Professional Registration System (PRS) here to submit your online application.
Q12	**How do I know what are the qualifications that SMC allows for display and the documentation requirements for such application?**
A12	Medical practitioners are only allowed to display qualifications that: (i) Are entered against their name in the 'Register of Medical Practitioners' or 'Register of Specialists'; and (ii) Are listed in SMC's List of Displayable Additional Qualifications or List of Registrable Postgraduate Qualifications You may refer to the following link for more information on the display of qualifications: Information on Display of Qualification.
Q13	**I am a visiting foreign surgeon who is engaged to assist practising surgeons at a local hospital for a short term period. How do I apply for medical registration and practising certificate?**
A13	Any visiting foreign doctor who wishes to practise medicine in Singapore must first apply for medical registration with SMC. He/She must fulfil SMC's documentation requirements for the application for SMC's consideration. Upon SMC's approval, the foreign doctor has to arrange for a certificate of good standing to be issued directly to SMC from the overseas medical regulators in the country/countries where he/she has practised or has been practising 3 years prior to the SMC's application.

	To complete the registration with SMC, the foreign doctor has to apply for a practising certificate (PC) and fulfil all other conditions for the purpose of registration as stipulated in SMC's approval letter before he/she can commence his/her practice in Singapore. You may refer to the following links on the prevailing requirements for medical registration: Requirements for Temporary Registration Documentation Requirements & Processing Time

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▪ Supervisory Framework

Q14	What are the criteria to be a supervisor under SMC's supervisory framework?
A14	The set of criteria to be a supervisor is found in the "Supervisory Framework Guidelines" at this link which states: **For Hospitals/Specialty Centres, supervisors must be:** (i) Fully registered with SMC; and (ii) Designated Registrar*/ Senior Resident and above or registered specialist Designated Registrars*/ Senior Residents can only supervise conditionally/ temporarily registered Medical Officers (or equivalent) who are in their first or second year in the local healthcare system. * Designated Registrars must have a postgraduate qualification which is considered as an intermediate qualification relevant to the specialty/department. **For General Practices (Polyclinics, GP clinics), supervisors must:** (i) be fully registered with SMC; and (ii) have at least 5 years of experience in general practice in Singapore; OR (iii) be a registered Family Physician in Singapore **For Step-down Care (VWOs, Community Hospitals, Hospices), supervisors must:** (i) be fully registered with SMC; and (ii) have at least 5 years of experience in relevant hospital/community services (VWOs, community hospitals, hospices) in Singapore; OR (iii) be an on-site registered Family Physician or Specialist (e.g. Geriatrician, Palliative Medicine Physician, Rehabilitation Physician, General Physician) in Singapore The supervisor# must work on a **full-time** basis in the **same** department or practice place as the supervisee and provide timely and direct supervision. # The supervisor should be equivalent or of a higher designation than the supervisee. Where the supervisee is a specialist, the supervisor must be of higher seniority. SMC may also consider other criteria when assessing the suitability of the supervisor. In cases where the doctor works in an approved secondary practice place(s), the SMC-approved primary supervisor is required to solicit feedback from the secondary supervisor(s) in completing the doctor's periodic assessment reports.

Q15	**Can part-time fully-registered doctors be appointed as SMC's supervisor?**
A15	All doctors under Conditional Registration and Temporary Registration will be subject to monitoring under SMC's Supervisory Framework (SF). Thus, fully registered doctors who are working part-time cannot be SMC supervisors as a supervisor must work on a full-time basis at the same department as the supervisee in order to provide timely and direct supervision.
Q16	**How can I progress to the next level of supervision? What are the criteria for progression?**
A16	A conditionally registered doctor who receives at least "satisfactory" performance grading for a specified period with no adverse complaints and feedback may be considered for progression to the next level of supervision, subject to the approval of the SMC. Employers or Heads of Departments are strongly encouraged to put in a request for their doctor's progression once he/she meets the criteria for progression to the next level of supervision. Application to the next level of supervision **must be submitted by your Human Resource/Medical Affairs** and supported by the Head(s) of Department(s)/Employer, to SMC. For more information on progression, please refer to pages 4 to 6 of the SMC Supervisory Framework Guideline.

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▪ Practising Certificate

Q17	**Do I need a Practising Certificate (PC) to practise in Singapore? How do I obtain a PC?**
A17	Doctors who are registered with the Singapore Medical Council (also known as Registered Medical Practitioners) will need a valid PC in order to practise medicine in Singapore. Doctors will need to apply for a PC by submitting an online application through their SMC account (www.smc.gov.sg).
Q18	**My PC is expiring soon. Will it be renewed automatically?**
A18	The renewal process is not automatic. Doctors need to log on to their SMC account before their PC expires to apply for a renewal. Failure to renew their PC one month **before** your PC expiry date, will result in a late application fee of S$80.
Q19	**I cannot renew my PC online and received the following message: "Note: Your register must meet all renewal criteria below."**
A19	You are required to fulfil the CME requirements and have no outstanding fines for not voting at SMC's elections. (i) CME requirements: **Application Type** / **CME Requirements** PC renewal for doctors holding a 2-year PC: 50 CME points, of which 20% or 10 points shall be core points in each of their registered specialty and/or in Family Medicine. PC renewal for doctors holding a 1-year PC: 25 CME points, of which 20% or 5 points shall be core points in each of their registered specialty and/or in Family Medicine. For more information on CME requirements, please refer to the following link: Point Requirements for Doctors

	(ii) Voting requirements: Please note that you will not be eligible to renew your PC if you have any outstanding fine(s) incurred as a result of failure to vote at any SMC election. We wish to highlight that voting is compulsory for all fully-registered medical practitioners under section 6 of the Medical Registration Act (Cap 174).
Q20	**My employment will cease before my PC validity ends. I have applied for a one-year PC. Why is the duration of my PC less than one year?**
A20	The expiry date of a PC will always end on the last day of the year (i.e. 31 December), regardless when the doctor applies for the PC. For example, if a doctor applies for a one-year PC on 1 June 2018, his PC will expire on 31 December 2018. There is no proration of fees and he will need to pay the full application fee for a one-year PC.
Q21	**How do I make payment for my PC renewal application?**
A21	Payment will be made online via credit card during the application process. The payment process is not instantaneous. Please allow at least three working days for the processing of payment.
Q22	**I have successfully submitted my PC renewal application but was not prompted for payment. Why?**
A22	You may be under GIRO or EPOB. For GIRO-users, payment will be made at a later time on a fixed date. Doctors with an existing GIRO arrangement with the SMC will not be asked to make payment during the application stage. To verify if you are on GIRO, please check with your bank. For doctors on Employer-Pay-On-Behalf (EPOB) scheme, payment will be made by your employer. To verify if you are under EPOB scheme, please check with your HR department.
Q23	**I have submitted an application. Do I need to come to SMC to collect my PC?**
A23	You are not required to collect your PC at SMC. We will arrange your PC to be sent via normal or registered mail to your preferred mailing address in our records.

	If you are under EPOB scheme and your employer has paid for your PC fees, we will send the PC to your employer for their dissemination (except MOH Holdings and SAF). Registered mail requires an additional S$10 for the service.
Q24	**I have made payment for my PC renewal. How can I obtain a receipt? (Applicable to doctor who paid for his own PC fee)**
A24	To print your receipt, login to the Professional Registration System on www.smc.gov.sg and followed by the steps below: (i) Select "Application" (ii) Select "Enquire Applications". (iii) Search for your PC application number (iv) Print receipt under the "Remarks" column.
Q25	**I lost my PC. How do I replace it?**
A25	To obtain a replacement of your PC, please login here to SMC's Professional Registration System. and submit a **Reprint Application – Replacement of Original Practising Certificate**. SMC requires a copy of local police report made for the lost PC as supporting document. Please upload the police report in your reprint application to expedite the processing of the application. The application fee is S$80. Once it is processed and approved, we will mail the certificate to you via normal mail. You may choose to top up S$10 for registered mail.
Q26	**I wish to cease practice. Should I renew my PC? Will I still be registered with SMC if I do not renew my PC?**
A26	You do not need to renew your PC if you wish to cease practice. Your name will remain in SMC's Register of Medical Practitioners as long as you remain contactable. Therefore, you are advised to update your particulars and remain contactable if you wish for your name to remain in SMC's Register of Medical Practitioners. If you wish to resume practice in future, you may apply for a new PC. If your name is removed from the Register of Medical Practitioners and you wish to resume practice, you may apply for restoration of your name to the Register, subject to prevailing conditions and fees, followed by an application for a new PC.

Q27	My PC has lapsed. How do I apply for a new PC?
A27	You may apply for a new PC if you have met the CME requirements and do not have any outstanding fine for not voting at the SMC Elections (applicable to fully registered doctors only). Upon meeting the prevailing requirements, you may wish to apply for a new PC as follows: (i) Login to the SMC website here to submit an application (ii) If you are working or have worked overseas, a Certificate of Good Standing (CGS) issued by the respective Medical Council(s) where you practise or have been practising prior to your application will be necessary. Please note that the original CGS must not exceed 3 months from its issue date when presented with your application. It must also be sent to the SMC directly by the overseas councils / licensing authorities. Please note that CGS submitted by the applicant will not be accepted by the SMC; and (iii) If you are not in practice, please submit a letter of declaration to declare that you have not been in practice since the date of expiry of your PC. Subject to complete submission of all documentation and fee required, the average processing time of an application for PC is about 3 weeks. Longer processing time may be required when the case is more complex or when SMC is experiencing a peak period.

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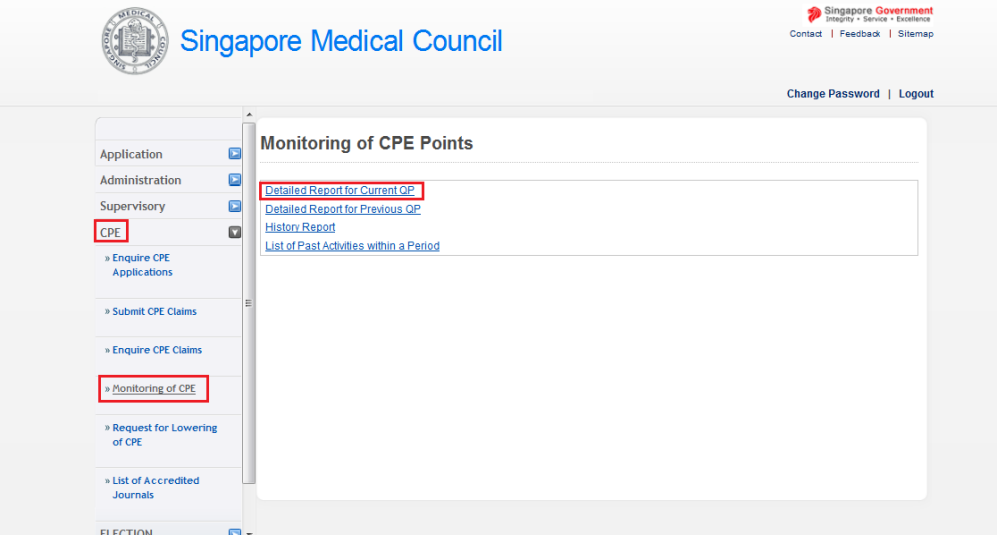
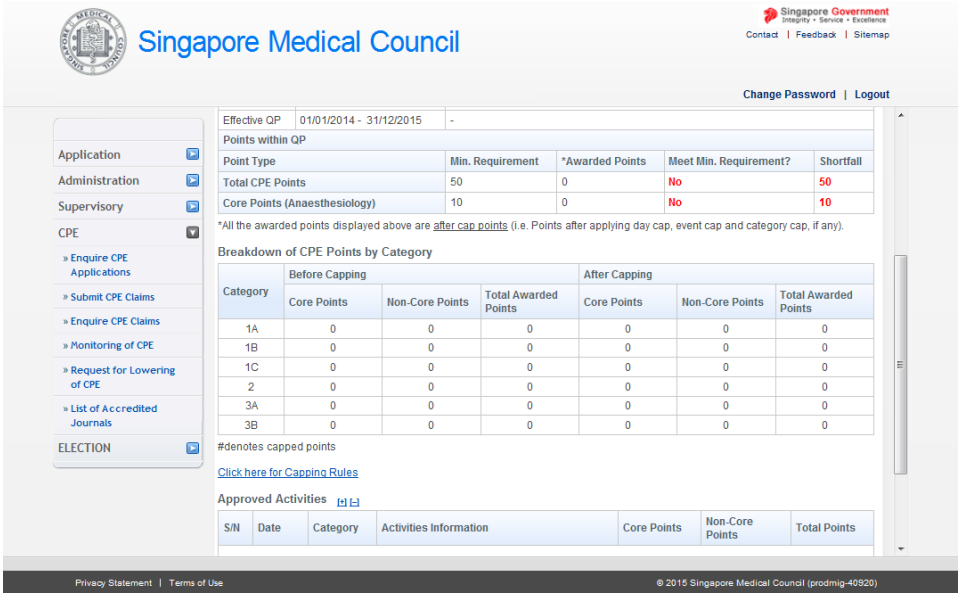
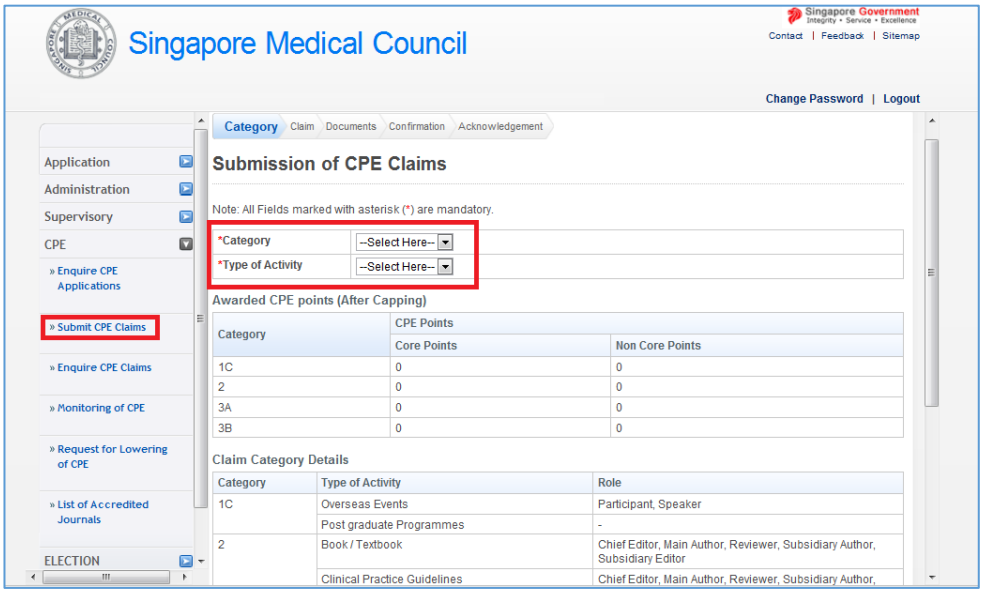
▪ Continuing Professional Education – For Doctors

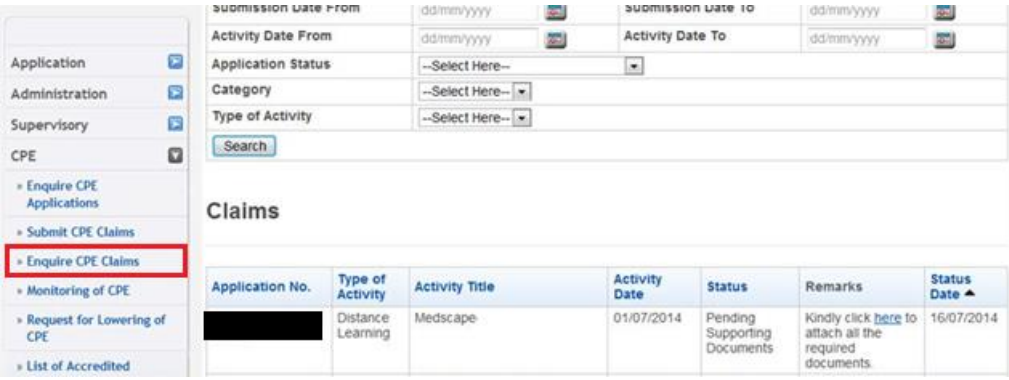
Q28	How do I view my CPE report?
A28	Login to your Professional Registration System account: (i) Select “CPE” (ii) Select “Monitoring of CPE” (iii) Select “Detailed Report for Current QP” (as shown below).



CPE report will be as shown.



Q29	**How do I submit credit claims?**
A29	(i) <u>Local events [Cat1A/1B]:</u> • The organisers (CME providers) will submit your attendance. Ensure you have signed your attendance after the event. (ii) <u>Overseas activities [Cat1C]/ readings [Cat3A]/ distance-learning programmes [Cat3B]:</u> • Login to PRS • Select "CPE", select "Submit CPE claims" and fill up the application form accordingly. • Documentary proof in support of all claims should be retained and submitted to SMC. 
Q30	**Why are my CPE points not reflected?**
A30	In general, straightforward CPE applications and claims take 4 to 6 weeks for processing. Other reasons for the delay could be: (i) Additional information required for our review (ii) Activities you have attended may not be in SMC's accredited list (iii) Applications or claims may have been rejected due to: • Events are of non-medical related nature • Events are organised by pharmaceutical, non-healthcare related companies skewed towards commercial purposes • Speakers and primarily audiences targeted are not doctors

Q31	**What are the categories for accumulation of CPE claims?**
A31	The list of accredited journals and activities can be accessed here.
Q32	**How may I attach documents when the application is routed to me for attachment of supporting documents?**
A32	(i) Please log in and click on "Enquire CPE Claims" to find the application. (ii) Then click on the word "here" under "Remarks" to attach the supporting document. Please include your documents in "pdf" or "jpg" format and ensure that it does not exceed more than 1MB. 

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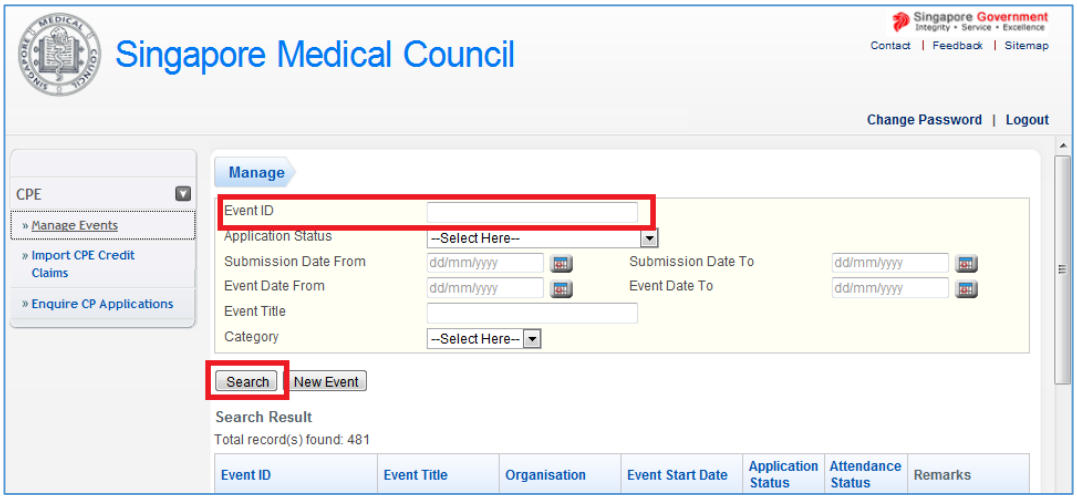
▪ Continuing Professional Education – For CME Providers

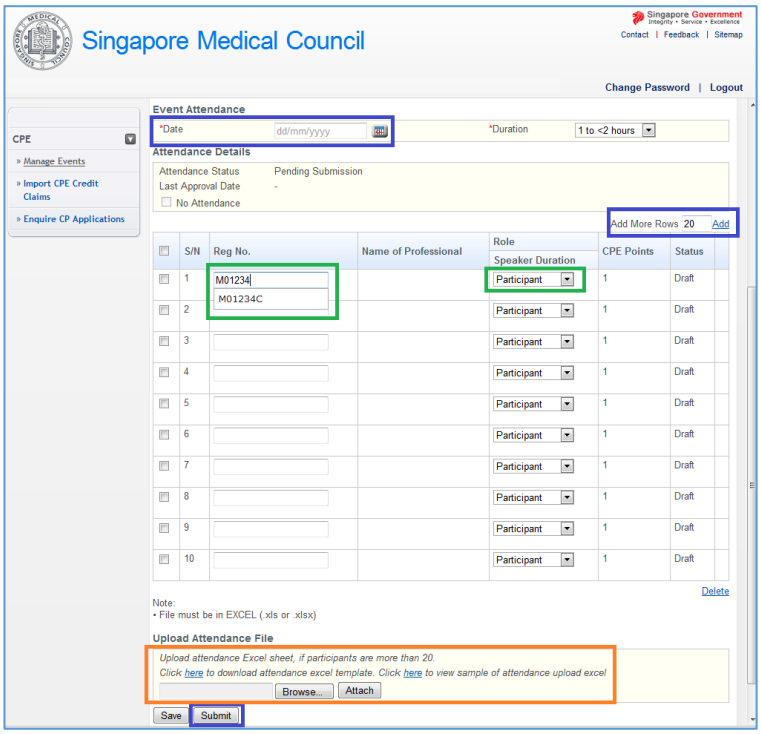
Q33	How to submit attendance or add attendance records after submission of attendance?
A33	You may submit the attendance record online after the event application is approved. Step 1: Login to your provider account (i) Select "Manage Events" (ii) Key in your event application ID (iii) Click on "Search" Your event application will appear under "Search Result". Click on your event ID to access the application.  Step 2: Submit the attendance record. Add in the names and rows accordingly. If you have a large number in attendance i.e. 100 doctors, download the systems excel template and upload the attendance file.

Screenshot Example

For Cat1A event (Event ID: SMC2015XXXX-1A-XXXX):

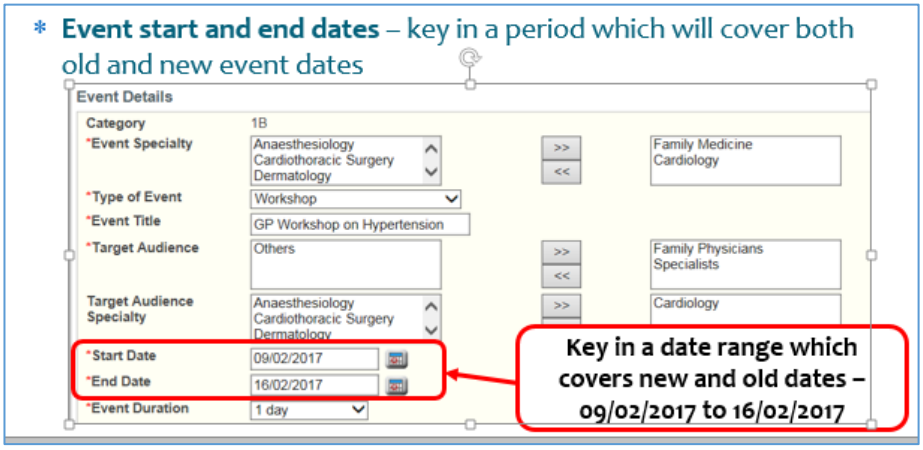
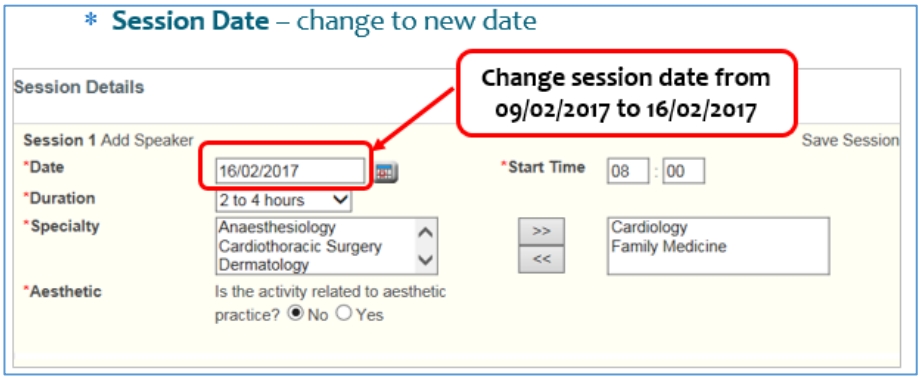
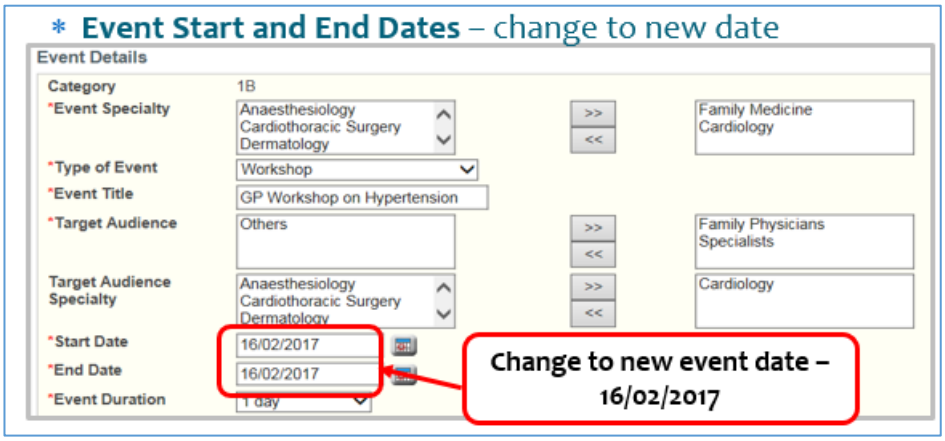
Click on “Add attendance” (as shown below).

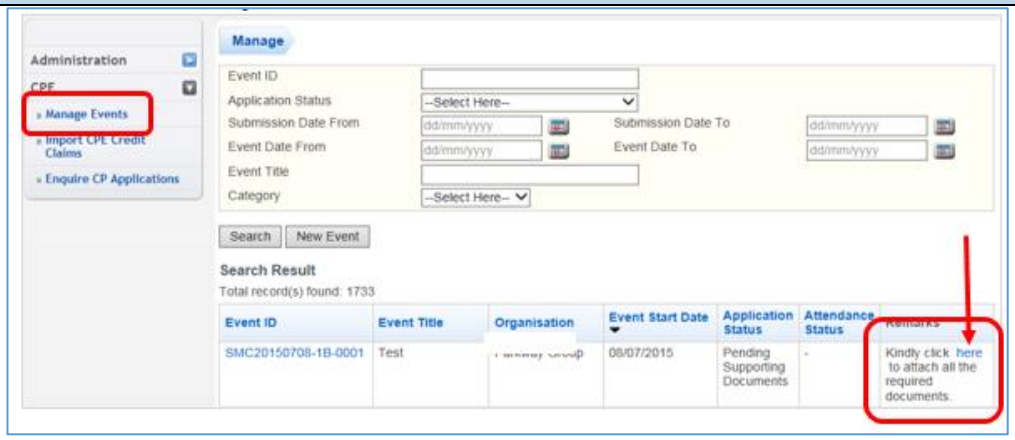
Proceed to key in the doctors’ MCR number as indicated in **green** below.



Click on the “Submit” button once completed.

If you have performed the above step and submitted the attendance records but wish to include more records, you may still do so.

	Click on “Add More Rows” and change the number according to the number of additional records. Proceed to include the names that you wish to include and click on “Submit” to complete the update.
Q34	**How do I amend sessions due to change of dates?**
A34	  

Q35	How to attach documents for applications routed back to me?
A35	
Q36	**What should I include in a Cat 1A application?**
A36	If the event was previously approved, please furnish us with the event ID and details of the older event under the “Previous Event ID/Title” field on the online form. Should this be an application for a new event, we would require you to fill up Cat 1A form and attach document to your online application. Cat 1A form can be found in SMC website under 'Downloads & Forms'.
Q37	**What are the recommended number of sessions to submit for an application?**

A37

Duration of event	Suggested number of session(s)	Remarks
For a 2-4 hour event	1 session	Please select the “Duration” of “2 to 4 hours” under Session details
For a 1 day event	(a) 1 session; or (b) 2 sessions	(a) If you are submitting 1 session, please select the “Duration” of “1 day” under Session details. (b) If you are submitting 2 sessions, please select the “Duration” of “2 to 4 hours” for each session under Session details.
For a 1.5 day event	3 sessions	Please select the “Duration” of “2 to 4 hours” for each session under Session details.

	For a 2 days event	(a) 2 sessions; or (b) 4 sessions	(a) If you are submitting 2 sessions, please select the “Duration” of “1 day” for each session under Session details. (b) If you are submitting 4 sessions, please select the “Duration” of “2 to 4 hours” for each session under Session details.
	For events spanning more than 3 days	(a) 1 session per day; or (b) 2 sessions per day	(a) If you are submitting 1 session per day, please select the “Duration” of “1 day” for each session under Session details. (b) If you are submitting 2 sessions per day, please select the “Duration” of “2 to 4 hours” for each session under Session details.

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▪ Complaints against Medical Doctors

Q38	**Can SMC help me to assess whether there are grounds for me to lodge a complaint?**
A38	The SMC does not assess on whether there are grounds for individuals to lodge a complaint. Generally, the SMC will look into any written complaint that falls within the ambit of section 39(1) of the Medical Registration Act ("**MRA**"), that is supported by a Statutory Declaration ("**SD**"). The complaint should contain information about the doctor that you would like SMC to look.
Q39	**How do I lodge a complaint against a doctor?**
A39	The SMC operates under the remit of the MRA in regulating the conduct of registered medical practitioners in Singapore. Under the MRA, if you wish to lodge a complaint against a doctor, you must submit a written complaint accompanied by an SD which can be affirmed at our office before a Commissioner for Oaths. Your complaint should be type-written in English and should include the **full name of the doctor(s)**, the full facts of the case and your allegations against the doctor(s). Please refer to the Sample Letter for an example when preparing your type-written complaint. For more information on how to lodge a complaint with the SMC, please refer to the document and call us at **6372-3065** to make an appointment with the Commission for Oaths for the submission of your complaint.
Q40	**I am a foreigner and will be returning to my country shortly, how do I lodge a complaint against a doctor whom I consulted while I was in Singapore?**
A40	Under the MRA, if you wish to lodge a complaint against a doctor, you must submit a written complaint accompanied by an SD which can be affirmed at our office before a Commissioner for Oaths. Your complaint should be type-written in English and should include the **full name of the doctor(s)**, the full facts of the case and your allegations against the doctor(s). Please refer to the Sample Letter for an example when preparing your type-written complaint.

	For more information on how to lodge a complaint with the SMC, please refer to the document and call us at **6372-3065** to make an appointment with the Commissioner for Oaths for the submission of your complaint. **If you are not able to lodge your complaint while in Singapore, the SD can be made before a notary public or justice of peace, or with other person having authority under any law for the time being in force in that country to take or receive a declaration.** Once the SD has been duly affirmed / sworn, you can submit the SD and your letter of complaint to: Chairman, Complaints Panel Singapore Medical Council 16 College Road, #01-01 College of Medicine Building Singapore 169854
Q41	**Can I make a Statutory Declaration with my own choice for the Commissioner for Oaths and not the one provided by the SMC?**
A41	Yes, you may make a Statutory Declaration with another Commissioner for Oaths on your own. Please ensure that your name, address and occupation are included in the Statutory Declaration.
Q42	**Can SMC advise me on whether the treatment I received from the doctor is appropriate?**
A42	The SMC does not advise on the medical management by a doctor. If you have doubts about the treatment received from a doctor, you may wish to seek clarification from the doctor/healthcare institution(s) or seek a second opinion before deciding on your next course of action.
Q43	**Can I submit a complaint against the hospital/clinic?**
A43	The SMC can only consider complaints against doctors and is not empowered by law to look into complaints against any healthcare institution(s). Medical clinics and healthcare establishments are regulated under the Private Hospitals and Medical Clinics Act by the Ministry of Health (MOH). You may wish to contact and address your feedback/complaints to MOH.

Q44	**Can I submit a complaint without the full name of the doctor?**
A44	No, to facilitate the processing and investigation of the complaint, a complaint to the SMC against a doctor **must** state the full name of the doctor.
Q45	**I do not have the name/full name of the doctor(s). Can SMC help me to obtain the name(s)?**
A45	The SMC cannot obtain the name of the doctor(s) for you and/or assist you to get such information to draft your complaint. Where necessary, you should contact the relevant healthcare institution(s) to find out the name of the doctor(s). You may search for the full name of the doctor in the SMC register via the link here.
Q46	**Will the doctor be able to see my complaint?**
A46	As part of a fair and impartial investigation, it is usually necessary for the doctor to be called upon to answer any allegation/s made against him/her. As such, your complaint, including your identity and the details of your allegation(s), must, **by law**, be furnished to the doctor.
Q47	**Is there a deadline for me to submit the complaint?**
A47	In general, a complaint should be lodged **within six years of the incident** for the complaint to be investigated effectively, as the relevant evidence such as medical records and witness testimonies may become unavailable or difficult to secure with the passage of time.
Q48	**Can I submit my complaint without making a Statutory Declaration?**
A48	Under the Medical Registration Act, your complaint **must** be supported by an SD.
Q49	**When should I make an appointment to make an SD to submit my complaint? Can I make my Statutory Declaration elsewhere?**
A49	You should make an appointment after you have completed drafting your complaint letter and get ready all your supporting documents (if any). Please call **6372-3065** to make an appointment to make an SD* before a Commissioner for Oaths ("**CFO**") at the SMC's office located at: **16 College Road** **#01-01, College of Medicine Building** **Singapore 169854**

	On the day of the appointment, the complainant **must appear in person** to make an SD before a CFO and submit his/her complaint at the same time. Please have your photo identification ready for identification purposes (e.g. identity card, passport, etc). While you should complete all the fields in the SD form, please **do not sign the form before your scheduled SD appointment**. *Please note that this service is provided free-of-charge and we seek your understanding that appointment is allocated based on a first-come-first-serve basis. Alternatively, you may make an SD before a CFO on your own. Please ensure that **your name, address and occupation** are included in the SD.
Q50	**Can SMC help me to draft my complaint?**
A50	As an independent administrator of the disciplinary process, the SMC is unable to assist in the drafting of complaints.
Q51	**Can I not use the Sample Letter to submit my complaint?**
A51	The Sample Letter is a guide to draft your complaint as it contains all the relevant fields that a Complaints Committee would require to effectively investigate your complaint. You are thus advised to use this guide. Please also note that handwritten complaint letters are not accepted and all complaints should be **type-written in English**.
Q52	**Can SMC help print my complaint or photocopy my supporting documents?**
A52	The SMC does not provide printing/photocopying services. On the day of your appointment to make the SD, please ensure that you come ready with your complaint and supporting documents. If you intend to enclose any coloured documents or any form of storage medium, you are required to provide **seven (7) copies** of these items.
Q53	**Is SMC the right platform for me to obtain compensation from a doctor?**
A53	No, the SMC is not the platform to get compensation. Under the MRA, even if your complaint is found to be valid, the disciplinary framework only allows for the imposition of disciplinary sanctions against doctors and cannot make an order of monetary compensation against the doctor. If you intend to seek monetary compensation from the doctor(s), you should seek your own independent legal advice.

Q54	**My doctor/clinic/hospital has charged me an amount for the medication/ consultation fee /medical report. Can I ask if this amount is correct? Can they charge me this amount?**
A54	The SMC does not issue guidelines on doctors' fees and charges and is not able to comment on the appropriateness of the fees charged by the doctor or clinic. As medical clinics and healthcare establishments are regulated under the Private Hospitals and Medical Clinics Act by the Ministry of Health (MOH), you may wish to provide your feedback to MOH. Alternatively, you may wish to approach the Mediation Unit by MOH Holdings Pte Ltd (MOHH) for assistance if you wish to undergo mediation. For more information on MOHH's Healthcare Mediation Scheme, please visit their website at www.mohh.com.sg/hms, or call (65) 6622-3755.
Q55	**How long will the Complaints Committee take to look into my complaint?**
A55	Given the serious nature of many complaints, investigations by the Complaints Committee ("**CC**") will typically take **at least 9 months**. For even more complex complaints, investigations may take **more than a year**.
Q56	**Will I be updated of the status of my complaint with SMC?**
A56	All proceedings before the Complaints Committee ("CC") are confidential and the CC is an independent and separate body from the SMC. The SMC Secretariat does not have the powers to release any information to you during the course of investigations. You will be informed in writing of the outcome of the CC's deliberations as soon as a decision has been reached.
Q57	**Can I submit additional information after I have lodged a complaint with SMC?**
A57	Yes, you can. However, this may prolong the time taken by the Complaints Committee ("CC") to look into the complaint especially if additional information is submitted after the CC has already commenced its inquiry. You are encouraged to ensure that all necessary, relevant information has been included into your complaint before submitting it.

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▪ Aesthetic Practice

Q58	**Are all SMC registered doctors able to perform aesthetic procedures?**
A58	An SMC registered doctor who wishes to perform aesthetic procedures must ensure that they meet the requirements as stated in the Guidelines on Aesthetic Practices (for Doctors)("Guidelines") besides complying with any other rules/conditions tied to their registration.
Q59	**Can I check if non-doctors can perform medical aesthetic procedures?**
A59	No, it is an offence under section 17 of the Medical Registration Act (Chapter 174) for an unauthorised person to practise medicine or to hold himself out as a medical practitioner.
Q60	**Is there a list of accredited Certificate of Competence (COC) courses for SMC registered doctors?**
A60	Yes. Please refer to the current list of accredited COC Courses for more information.
Q61	**There do not seem to be accredited COC courses for certain Table 1 aesthetic procedures, what can I do if I wish to obtain a COC for such procedures?**
A61	SMC registered doctors who wish to seek verification of COC for non-accredited courses which they have attended can make an application to the Aesthetic Practice Oversight Committee ("**APOC**") using this form. Before making an application, applicants should ensure that all requirements listed in the General Criteria for Certificate of Competence Course Accreditation have been met. Applicants are also reminded that until they receive confirmation from the APOC that the course is an accredited COC course, they should not perform the procedure.
Q62	**Is there any way I can perform an aesthetic procedure that is not listed on either Table 1 or Table 2 of the Guidelines on Aesthetic Practices (for Doctors)?**
A62	SMC registered doctors who wish to perform non-listed procedures should make an application to the APOC for the classification of the said procedure

	under Table 1 or Table 2 using the prescribed Non-Listed Aesthetic Procedures application form. Such an application should be supported by at least three key scientific papers in the English language which support the procedure in question. The APOC will then decide whether the procedure in question ought to be considered for possible classification. For the avoidance of doubt, except in the context of a formal and approved clinical trial, SMC registered doctors are not to perform any aesthetic procedures that are not listed in the Guidelines unless they have been classified by the APOC under *Table 1* or *Table 2*.

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▪ SMC Election

Q63	When will the next SMC Election be held?
A63	SMC will conduct an election based on the available vacancies for elected members and the Council's decision on the time of the election. Voting is compulsory for all fully registered doctors who are residing in Singapore and hold a valid practising certificate during the election period. All eligible voters will be notified of the details of the election via emails when it is confirmed. SMC will also announce the SMC election via the SMC website at www.smc.gov.sg Please note that information about the SMC Election will be sent to a doctor's preferred email address stated in the Professional Registration System (PRS). Doctors are reminded to login to SMC's PRS to update their particulars and contact details such as the email address.
Q64	**Who are the eligible voters for the SMC election?**
A64	Fully registered doctors who are resident in Singapore and hold a valid practising certificate during the election period are eligible to vote for the SMC election. Provisionally registered (P-reg), temporarily registered (T-reg) and conditionally registered (C-reg) doctors are not required to vote in the SMC election.
Q65	**Are retired doctors holding lower-fee PC required to vote in the SMC election?**
A65	As long as the fully registered doctors are holding a lower-fee PC or full-fee PC, they are required to vote in the SMC election.
Q66	**Is voting compulsory?**
A66	Voting is compulsory for all fully registered medical practitioners resident in Singapore who have in force a practising certificate during the election period. Doctors who fail to vote will not be entitled to apply for a practising certificate unless he/she satisfies the Registrar that he/she had a good and sufficient reason for not voting at the election, **or** pay to the SMC a penalty of S$500.

Q67	**I am residing / working overseas. Am I required to vote in SMC election?**
A67	If you are residing / working overseas, please write to SMC at smc_elections@smc.gov.sg and provide us with supporting documents (e.g. employment contract, letter from overseas employer, etc) that you are residing / working overseas. Upon receiving your supporting documents, we will advise you if you are required to vote in the SMC election.
Q68	**I do not know the candidates. How can I vote for them?**
A68	The CVs of all the candidates standing for election have been provided for the perusal of voters. Additionally, the candidates have also provided a write up explaining why they are standing for election, their aspirations and planned contributions to the Council. Voters may refer to these if they wish to assess the candidate.
Q69	**I am overseas during the election period and unable to vote.**
A69	The SMC election is conducted via an online voting system. Though the voter is overseas, as long as there is internet access, he/she may still login into the system using their SingPass to vote.

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▪ SMC Pledge Affirmation Ceremony

Q70	**When is the next pledge ceremony?**
A70	The SMC Physician's Pledge Affirmation Ceremony is a biannual event. The first ceremony held usually during the first quarter of the year is mainly for the conditionally registered doctors. The second ceremony usually held during the third/fourth quarter of the year is mainly for provisionally registered doctors.
Q71	**I would like to register myself for the next pledge ceremony.**
A71	The Pledge Ceremony is by invitation only. A conditionally registered doctor who has satisfied the minimum time-norm for supervised practice, subject to consistent overall satisfactory performance in his/her postings, and which SMC does not require to extend his/her period of supervision would generally be invited to attend an SMC Pledge Ceremony. The invitation to attend the Ceremony does not guarantee that the doctor will be granted full registration. The SMC will continue to evaluate the reports of the doctor's clinical performance, ethics and professionalism, and feedback received before full registration can be given. You will be invited to the Pledge Ceremony at an appropriate time taking into account the assessments and feedback received by SMC.
Q72	**Doctors from the same batch/cohort as me have been invited to the pledge ceremony, but I have not received any invitation yet. May I know when will I be invited?**
Q72	Invitation to the pledge ceremony is not by cohort. SMC will assess a doctor's clinical performance and feedback received before it extends an invitation to the doctor.

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General Enquiries

Q73	I need to find a registered doctor. How can I do so?
A73	You can search and view the register online via "*Search for registered doctors*" at SMC's website (www.smc.gov.sg). Registered doctors are listed online as long as they have a valid practising certificate.
Q74	**I have encountered an error message while accessing the SMC's Professional Registration System. What should I do?**
A74	Our system is most compatible with Internet Explorer. Please use a computer/laptop with a stable internet connection and try again. You may also wish to consider clearing your cache/cookies from your browser. If the problem persists, please provide the following information in an email to help us look into your issue expeditiously: (i) Your browser type and device (desktop or laptop); (ii) URL of the login page; (iii) The screenshot of the pages before and after you encounter the error message; and (iv) The timestamp of when the error has occurred.
Q75	**How do I login to SMC's Professional Registration System?**
A75	For registered doctors **or** applicants with X-number: NRIC/FIN holders – login via SingPass and 2FA (Two-Factor Authentication) Passport holders – login via User ID, password and 2FA (OneKey token) For HR personnel **or** CME providers: login via CorpPass and 2FA You will need both a CorpPass user account and an existing SMC account in order to access the Professional Registration System. Please request for your CorpPass Admin to create a user account for you and assign the following e-Service access: • Government Agency: Ministry of Health (MOH) • e-Service: Professional Registration System (PRS)

Q76	**I have submitted a OneKey token application. When will I receive my token?**
A76	Please keep a lookout for an email sent by **Assurity – OneKey Service Desk** <onekey_servicedesk@assurity.sg> with the subject: **Payment for OneKey Token and Postage** for payment of the token and the pin mailer. You will need to monitor your Junk email folder as well. If you do not hear from them after some time, please contact Assurity at helpdesk@assurity.sg directly. Upon receipt of your token, please proceed to link the device in the PRS. Please refer to the guide for the set-up process.
Q77	**I am no longer employed by a healthcare institution. Hence, I no longer hold a FIN-number. How can I continue to login to SMC PRS?**
A77	As you are no longer a FIN-holder, you will need to email us a certified true copy of your current passport for updating. The certified true copy must be certified by a **Notary Public** with an official stamp, the full name of the signatory and a professional designation. After the update is completed, we will inform you to reset your password and you can temporarily log in to your SMC account as a non-SingPass User (without 2FA). Upon your first login as a non-SingPass User, you will be prompted to apply for a OneKey token (Please refer to the guide here for more information). While waiting for your token, for a limited time, you may still use your account as usual (e.g. to check your CME points online). Moving forward, your login method will be using your User ID, password and 2FA (OneKey token).

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