



Frequently Asked Questions

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■ Medical Registration

Q1	How do I update my particulars?
A1	<p>To update personal details, please login to the Professional Registration System (PRS):</p> <ul style="list-style-type: none">(i) Click '<i>Login for Doctors & Providers</i>' at www.smc.gov.sg;(ii) Select '<i>Doctor</i>';(iii) Click '<i>Login here with SingPass</i>' tab;(iv) Enter SingPass ID and password. <p>After login, you may access Administration -> Update Particulars function.</p>
Q2	What is COPS? How do I request for a copy of the COPS?
A2	<p>COPS is a Certificate of Professional Status. It was previously known as CGS - Certificate of Good Standing.</p> <p>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.</p> <p>To proceed with the application for COPS, please login here to SMC's Professional Registration System.</p> <p>To apply:</p> <ul style="list-style-type: none">(i) Click here to login to Professional Registration System;(ii) Select '<i>Doctor</i>';(iii) Click '<i>Login here with SingPass</i>' tab;(iv) Enter SingPass ID and password. <p>After login, you may access Application → "Issuing a CGS" function.</p> <p>There is a non-refundable fee of S\$80 for the application (and an additional fee of S\$10 for registered mail) payable via credit card.</p> <p>The average processing time of a straightforward application is 14 working days. SMC will take a longer time to review a complex application.</p>



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Q3	I have just obtained a new NRIC number (Singapore Permanent Resident status) and am unable to login to PRS via SingPass. What should I do?
A3	<p>Doctors who have obtained Singapore Permanent Resident status will need to update their NRIC details with SMC in order to login to the PRS with their SingPass.</p> <p>Please email a certified true copy of your blue NRIC (front and back) to SMC@spb.gov.sg for verification. A true copy must be certified by either the Human Resource Personnel of your current local employer or a Notary Public <u>with an official stamp of the institution/hospital, the full name of the signatory and a professional designation.</u></p> <p>Once the certified document is received and in order, we will proceed to update in the system. After your record is updated, we will notify you and you can proceed to log in.</p>
Q4	I am an international medical graduate. What are the criteria for me to be registered as a doctor in Singapore?
A4	<p>For International Medical Graduates (IMGs) seeking registration to be a doctor in Singapore, a basic medical qualification that is listed in the 'List of Registrable Basic Medical Qualifications' is necessary. In addition, the doctor must fulfil the SMC's prevailing requirements, which includes an offer of employment with an SMC-approved healthcare institution.</p> <p>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 subject to SMC's prevailing requirements that may change from <u>time to time</u>.</p>
Q5	I am an international medical graduate and would like to practise aesthetic/open my own (aesthetic) clinic in Singapore. What are the criteria?
A5	<p>Only fully registered doctors with the SMC may practise in an aesthetic clinic in Singapore.</p>
Q6	I was previously registered with SMC. Can I apply for registration with SMC again?
A6	<p>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</p>



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	<p>prevailing requirements for registration at the point of application. You may refer to the following links on the prevailing requirements for medical registration:</p> <ul style="list-style-type: none">(i) Requirements for Conditional Registration(ii) Documentation Requirements & Processing Time <p>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.</p> <p>Your past performance as assessed by your supervisor(s) and/or other healthcare professionals during your previous registration will be taken into consideration when SMC reviews your application.</p> <p>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.</p> <p>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.</p>
Q7	How do I submit an application for medical registration with SMC?
A7	<p>If you have satisfied all the prevailing Requirements for Conditional Registration and have obtained an offer of employment with an SMC-approved healthcare institution, you may login to the Professional Registration System (PRS) here to submit the registration application online. The current system software works best with Internet Explorer.</p> <p>If you have been previously registered with SMC, please login using your old MCR number for re-registration.</p> <p>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.</p>



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	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	<p>SMC will only consider granting medical registration to an International Medical Graduate who has the medical qualification that is recognised by SMC and fulfils SMC's prevailing requirements including an offer of employment with an SMC-approved healthcare institution.</p> <p>In order to be accredited and registered as a Specialist in Singapore, it is a two-step process as follows:</p> <ul style="list-style-type: none">(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. <p>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.</p> <p>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.</p>
Q9	I have obtained a Family Medicine (FM) qualification and am interested in finding out about Family Physician accreditation.
A9	<p>The criteria for Family Physician (FP) Accreditation are:</p> <ul style="list-style-type: none">(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.



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	<p>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.</p> <p>You should list your work experience in chronological order and it should have the following information including residency training details where applicable:</p> <ul style="list-style-type: none">(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). <p>Please note:</p> <ul style="list-style-type: none">(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. <p>The application fee is not refundable once successfully submitted in the SMC's Professional Registration System.</p>
Q10	When can conditionally registered doctors apply for full registration?
A10	<p>Conditionally registered doctors may apply for full registration after they have fulfilled the conditions and periods of supervised practice which include prevailing criteria of overall performance, professional conduct and professionalism and fitness to practise.</p> <p>You may refer to the following link on the eligibility and documentation requirements for full registration: Eligibility and documentation requirements for Full Registration</p>
Q11	How do I register my postgraduate qualification?
A11	<p>Medical practitioners can apply to have their postgraduate qualifications registered by submitting an online application.</p>



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	<p>Please login to the Professional Registration System (PRS) here to submit your online application.</p>
Q12	How do I know what are the qualifications that SMC allows for display and the documentation requirements for such application?
A12	<p>Registered medical practitioners are only allowed to display qualifications that:</p> <ul style="list-style-type: none">(i) Are entered against their name in the 'Register of Medical Practitioners'; and(ii) Are listed in SMC's List of Displayable Additional Qualifications or List of Registrable Postgraduate Qualifications <p>You may refer to the following link for more information on the display of qualifications: Information on Display of Qualification</p> <p>If you would like to have your qualifications entered in the SMC's register against your name in the SMC's register as an additional qualification (AQ), you may submit an online application here with a non-refundable fee of \$100 per application.</p>
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	<p>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.</p> <p>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.</p> <p>You may refer to the following links on the prevailing requirements for medical registration:</p> <p>Requirements for Temporary Registration Documentation Requirements & Processing Time</p>



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Q14	I am a registered doctor planning to go on No-Pay Leave (NPL). What are the procedures?
A14	<p><u>If you are a fully registered doctor:</u> You are not required to seek the SMC's approval to remain on the SMC's register while you are on NPL. However, you are required to update <u>your activity status by submitting an Update Particulars application</u> through the Professional Registration System (PRS) accordingly.</p> <p>Separately, you may wish to clarify with your employer on any NPL conditions which you may have been bounded.</p> <p><u>If you are a conditionally registered doctor:</u> Your employer must submit an online application via the Professional Registration System (PRS) to seek the SMC's approval for you to remain on the SMC's register while you are on NPL at least four (4) weeks before you embark on/ continue with your NPL. You will receive an email notification from the SMC that the application has been approved.</p> <p>If you do not receive an email notification from the SMC that the application has been approved one week before the start of your NPL period, please alert SMC to check on the application status.</p> <p><u>If you are a temporarily registered doctor:</u> SMC's prior approval for you to remain on the SMC's register while you are on NPL is not required. However, your employer must ensure that you remain under its employment/training during the entire NPL period.</p> <p>Please note that your temporary registration (T-reg) will not be automatically renewed beyond the approved T-reg duration to compensate for the NPL period you have taken. Further, your employer must inform the SMC immediately if your employment/training ceases during the NPL period.</p> <p><u>If you are a provisionally registered doctor:</u> SMC's prior approval for you to remain on the SMC's register while you are on NPL is not required. However, your employer should still submit an online application via the PRS to SMC for records purpose.</p> <p>Your employer must ensure that you remain under its employment during the entire NPL period. Your provisional registration (P-reg) will not be automatically renewed beyond the approved P-reg duration to compensate for the NPL period you have taken. Further, your employer must inform the SMC immediately if your employment ceases during the NPL period.</p>

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▪ **Supervisory Framework**

Q15	What are the criteria to be a supervisor under SMC’s supervisory framework?
A15	<p>The set of criteria to be a supervisor is found in the “Supervisory Framework Guidelines” at this link which states:</p> <div style="border: 1px solid black; padding: 10px;"><p>For Hospitals/Specialty Centres, supervisors must be:</p><ul style="list-style-type: none">(i) Fully registered with SMC; and(ii) Designated Registrar*/ Senior Resident and above or registered specialist<p>Designated Registrars*/ Senior Residents can only supervise conditionally/ temporarily registered <u>Medical Officers (or equivalent)</u> who are in their <u>first or second year</u> in the local healthcare system.</p><p>* Designated Registrars must have a postgraduate qualification which is considered as an intermediate qualification relevant to the specialty/department.</p><p>For General Practices (Polyclinics, GP clinics), supervisors must:</p><ul style="list-style-type: none">(i) be fully registered with SMC; and(ii) have at least 5 years of experience in general practice <u>in Singapore</u>; OR(iii) be a registered Family Physician <u>in Singapore</u><p>For Step-down Care (VWOs, Community Hospitals, Hospices), supervisors must:</p><ul style="list-style-type: none">(i) be fully registered with SMC; and(ii) have at least 5 years of experience in relevant hospital/community services (VWOs, community hospitals, hospices) <u>in Singapore</u>; OR(iii) be an on-site registered Family Physician or Specialist (e.g. Geriatrician, Palliative Medicine Physician, Rehabilitation Physician, General Physician) <u>in Singapore</u>.</div> <p>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.</p> <p>[#] 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.</p> <p>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.</p>



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Q16	Can part-time fully-registered doctors be appointed as SMC's supervisor?
A16	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.
Q17	What is my current level of supervision? How can I progress to the next level of supervision? What are the criteria for progression?
A17	<p>Doctors are notified of their level of supervision in the letter of approval when they first registered with SMC, and subsequently through email when they have progressed to the next level of supervision. Should doctors misplace the information, they may approach their employer HR to enquire about their level of supervision.</p> <p>Similarly, please check with the employer HR as the application for progression to the next level of supervision has to be submitted by the HR/Medical Affairs and supported by the Head(s) of Department(s)/Employer to the Council.</p> <p>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.</p> <p>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.</p> <p>For more information on progression, please refer to pages 4 to 6 of the SMC Supervisory Framework Guideline.</p>

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■ **Practising Certificate**

Q18	Do I need a Practising Certificate (PC) to practise in Singapore? How do I obtain a PC?						
A18	<p>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.</p> <p>Doctors will need to apply for a PC by submitting an online application through the SMC Professional Registration System (PRS). Please <u>ensure that your preferred mailing address is up-to-date</u> so that the PC gets delivered to the correct address.</p>						
Q19	My PC is expiring soon. Will it be renewed automatically?						
A19	<p>The renewal process is not automatic. Doctors need to log on to the SMC PRS before their PC expires to apply for a renewal. Failure to renew their PC one month before their PC expiry date, will result in a late application fee of S\$80.</p>						
Q20	I cannot renew my PC online and received the following message: “Note: Your register must meet all renewal criteria below.”						
A20	<p>You are required to fulfil the CME requirements <u>and</u> have no outstanding fines for not voting at SMC’s elections.</p> <p>(i) <u>CME requirements:</u></p> <table border="1" data-bbox="391 1406 1302 1839"> <thead> <tr> <th data-bbox="391 1406 751 1473">Application Type</th> <th data-bbox="751 1406 1302 1473">CME Requirements</th> </tr> </thead> <tbody> <tr> <td data-bbox="391 1473 751 1659">PC renewal for doctors holding a 2-year PC</td> <td data-bbox="751 1473 1302 1659">50 CME points, of which at least 20% or 10 points shall be core points in each of their registered specialty and/or in Family Medicine.</td> </tr> <tr> <td data-bbox="391 1659 751 1839">PC renewal for doctors holding a 1-year PC</td> <td data-bbox="751 1659 1302 1839">25 CME points, of which at least 20% or 5 points shall be core points in each of their registered specialty and/or in Family Medicine.</td> </tr> </tbody> </table> <p>For more information on CME requirements, please click here.</p> <p>(ii) <u>Voting requirements:</u></p>	Application Type	CME Requirements	PC renewal for doctors holding a 2-year PC	50 CME points, of which at least 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 at least 20% or 5 points shall be core points in each of their registered specialty and/or in Family Medicine.
Application Type	CME Requirements						
PC renewal for doctors holding a 2-year PC	50 CME points, of which at least 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 at least 20% or 5 points shall be core points in each of their registered specialty and/or in Family Medicine.						



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	<p>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 <u>voting is compulsory</u> for all <u>fully-registered</u> medical practitioners under section 6 of the Medical Registration Act (Cap 174).</p>
Q21	My employment will cease before my PC validity ends. I have applied for a one-year PC. Why does the PC application fee remain the same?
A21	<p>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.</p> <p>For example, if a doctor applies for a one-year PC on 1 Jun 2020, his PC will expire on 31 Dec 2020. There is no proration of fee and he or she will need to pay the full application fee for a one-year PC.</p>
Q22	How do I make payment for my PC renewal application?
A22	<p>Payment will be made online via credit card during the application process.</p> <p>The payment process is not instantaneous. Please allow at least three working days for the processing of payment.</p>
Q23	I have successfully submitted my PC renewal application but was not prompted for payment. Why?
A23	<p>You may be under GIRO or Employer-Pay-On-Behalf (EPOB) scheme.</p> <p>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.</p> <p>For doctors on EPOB scheme, payment will be made by your employer. To verify if you are under EPOB scheme, please check with your HR department.</p>
Q24	I have submitted an application. Do I need to come to SMC to collect my PC?
A24	<p>You are <u>not required to collect your PC at SMC</u>. We will arrange your PC to be sent via normal or registered mail to your preferred mailing address in our records.</p> <p>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).</p>



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	Registered mail requires an additional S\$10 for the service.
Q25	I have made payment for my PC renewal. How can I obtain a receipt? (Applicable to doctors who paid for their own PC fee)
A25	To print your receipt, login here to the SMC Professional Registration System 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.
Q26	I lost my PC. How do I replace it?
A26	To obtain a replacement of your PC, please login here to the SMC Professional Registration System. and submit a <u>Reprint Application – Replacement of Original Practising Certificate.</u> 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.
Q27	I wish to cease practice. Should I renew my PC? Will I still be registered with SMC if I do not renew my PC?
A27	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 <u>update your particulars and remain contactable</u> 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.



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Q28	My PC has lapsed. How do I apply for a new PC?
A28	<p>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).</p> <p>Upon meeting the prevailing requirements, you may wish to apply for a new PC as follows:</p> <ul style="list-style-type: none">(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. <p>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.</p>

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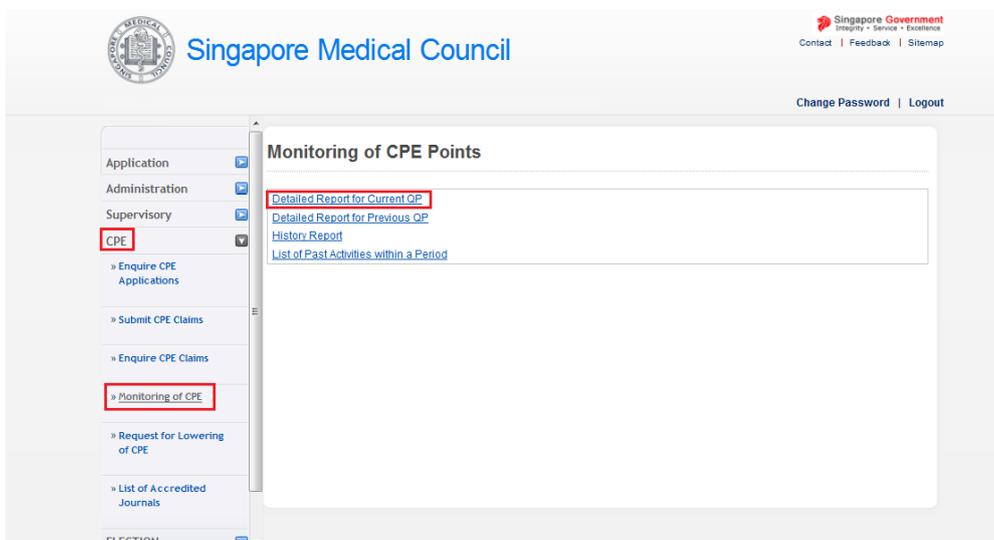


Continuing Professional/Medical Education – For Doctors

Q29 How do I view my CPE report?

A29 Login to the SMC Professional Registration System:

- (i) Select “CPE”
- (ii) Select “Monitoring of CPE”
- (iii) Select “Detailed Report for Current QP” (as shown below).



CPE report will be as shown.





Q30 How do I submit credit claims?

- A30
- (i) Local events [Cat1A / 1B]:
- The organisers (CME providers) will submit your attendance. Please ensure that you have signed your attendance after the event.
- (ii) Overseas activities [Cat1C] / readings [Cat3A] / distance-learning programmes [Cat3B]:
- Login to the SMC Professional Registration System.
 - 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.

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Category Claim Documents Confirmation Acknowledgement

Application Administration Supervisory CPE

» Enquire CPE Applications

» Submit CPE Claims

» Enquire CPE Claims

» Monitoring of CPE

» Request for Lowering of CPE

» List of Accredited Journals

ELECTION

Submission of CPE Claims

Note: All Fields marked with asterisk (*) are mandatory.

*Category --Select Here--

*Type of Activity --Select Here--

Awarded CPE points (After Capping)

Category	CPE Points	
	Core Points	Non Core Points
1C	0	0
2	0	0
3A	0	0
3B	0	0

Claim Category Details

Category	Type of Activity	Role
1C	Overseas Events	Participant, Speaker
	Post graduate Programmes	-
2	Book / Textbook	Chief Editor, Main Author, Reviewer, Subsidiary Author, Subsidiary Editor
	Clinical Practice Guidelines	Chief Editor, Main Author, Reviewer, Subsidiary Author,

Q31 Why are my CPE points not reflected?

- A31
- In general, straightforward CPE applications and claims take 4 to 6 weeks for processing.
- Reasons for a 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



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Q32	What are the categories for accumulation of CPE claims?
A32	The list of accredited journals and activities can be accessed here .
Q33	How may I attach documents when the application is routed to me for attachment of supporting documents?
A33	<p>(i) Please log in and click on “Enquire CPE Claims” to find the application.</p> <p>(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.</p> here to attach all the required documents, Status Date: 16/07/2014. The 'Enquire CPE Claims' option in the left sidebar is highlighted with a red box." data-bbox="185 395 820 560"/>

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Continuing Professional/Medical Education – For CME Providers

Q34 How to submit attendance or add attendance records after submission of attendance?

A34 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.

The screenshot shows the Singapore Medical Council web portal. The 'Manage' section is active, displaying a search form with fields for Event ID, Application Status, Submission Date From, Submission Date To, Event Date From, Event Date To, Event Title, and Category. The 'Event ID' field is highlighted with a red box. Below the search form, there are 'Search' and 'New Event' buttons, with the 'Search' button also highlighted with a red box. The search results section shows 'Total record(s) found: 481' and a table with columns: Event ID, Event Title, Organisation, Event Start Date, Application Status, Attendance Status, and Remarks.

Step 2: Submit the attendance record.

Add in the names and rows accordingly.

If you have a large number in attendance, e.g. 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).

The screenshot shows the Singapore Medical Council portal interface. On the left, there is a sidebar with 'CPE' options: Manage Events, Import CPE Credit Claims, and Enquire CP Applications. The main content area has a header with the SMC logo and 'Singapore Medical Council' text. Below the header, there are links for 'Change Password' and 'Logout'. The main content area contains a form with fields for 'Target Audience Specialty', 'Start Date', 'End Date', 'Event Duration', 'Frequency', 'Venue', 'Event URL', 'Previous Event ID/Title', 'Copied from Event ID/Title', 'Additional Remarks', and 'Max CPE Points'. Below these fields is a table titled 'Attendance Details' with columns for 'Date', 'Duration', 'Status', and 'Last Approval Date'. A red box highlights the 'Add Attendance' button at the bottom of the table.

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

The screenshot shows the 'Event Attendance' form in the Singapore Medical Council portal. The form has a header with the SMC logo and 'Singapore Medical Council' text. Below the header, there are links for 'Change Password' and 'Logout'. The main content area contains a form with fields for 'Date' (dd/mm/yyyy) and 'Duration' (1 to <2 hours). Below these fields is a table titled 'Attendance Details' with columns for 'S/N', 'Reg No.', 'Name of Professional', 'Role', 'Speaker Duration', 'CPE Points', and 'Status'. The 'Reg No.' column has two rows with 'M01234' and 'M01234C' highlighted in green. The 'Role' column has a dropdown menu with 'Participant' selected, also highlighted in green. Below the table is a 'Note' section with the text: 'File must be in EXCEL (.xls or .xlsx)'. Below the note is an 'Upload Attendance File' section with a text box containing the text: 'Upload attendance Excel sheet, if participants are more than 20. Click here to download attendance excel template. Click here to view sample of attendance upload excel'. Below the text box are 'Browse...' and 'Attach' buttons. At the bottom of the form are 'Save' and 'Submit' buttons. A red box highlights the 'Submit' button.

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.



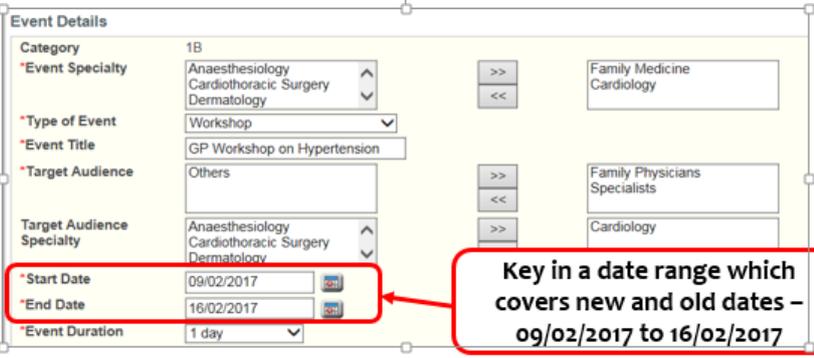
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Click on “Add More Rows” and change the number according to the number of additional records. Proceed to include the additional names and click on “Submit” to complete the update.

Q35 How do I amend sessions due to change of dates?

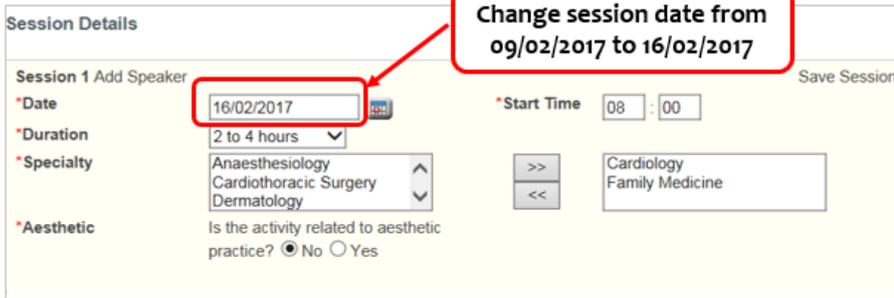
A35 To change the date, say from 09/02/2017 to 16/02/2017, please follow the steps below:

* Event start and end dates – key in a period which will cover both old and new event dates



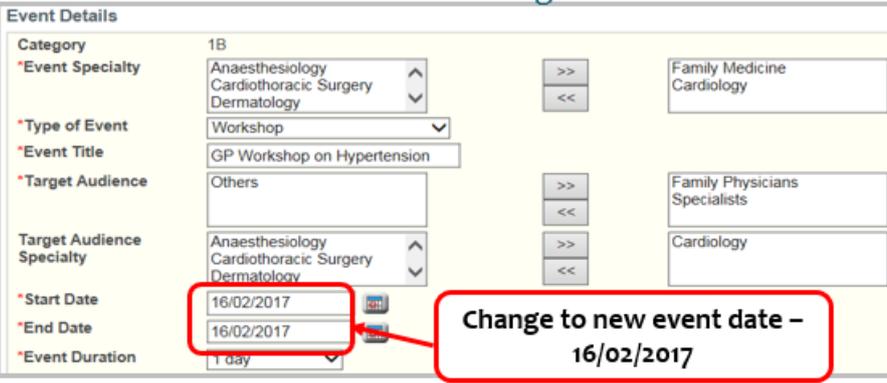
The screenshot shows the 'Event Details' form. The 'Start Date' is 09/02/2017 and the 'End Date' is 16/02/2017. A red box highlights these two dates, with an arrow pointing to a text box that says: 'Key in a date range which covers new and old dates – 09/02/2017 to 16/02/2017'. Other fields include Category (1B), Event Specialty (Anaesthesiology, Cardiothoracic Surgery, Dermatology), Type of Event (Workshop), Event Title (GP Workshop on Hypertension), Target Audience (Others), and Target Audience Specialty (Anaesthesiology, Cardiothoracic Surgery, Dermatology).

* Session Date – change to new date



The screenshot shows the 'Session Details' form. The 'Date' field is 16/02/2017, highlighted with a red box and an arrow pointing to a text box that says: 'Change session date from 09/02/2017 to 16/02/2017'. Other fields include Session 1 Add Speaker, Duration (2 to 4 hours), Start Time (08 : 00), Specialty (Anaesthesiology, Cardiothoracic Surgery, Dermatology), and Aesthetic (No).

* Event Start and End Dates – change to new date



The screenshot shows the 'Event Details' form. The 'Start Date' and 'End Date' are both 16/02/2017, highlighted with a red box and an arrow pointing to a text box that says: 'Change to new event date – 16/02/2017'. Other fields are the same as in the first screenshot.



Q36 How to attach documents for applications routed back to me?

A36

Please upload documents in pdf or jpg file format. Files uploaded should not be more than 1MB in size.

Q37 What should I include in a Cat 1A application?

A37

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'.

Q38 What are the recommended number of sessions to submit for an application?

A38

Duration of event	Suggested number of session(s)	Remarks
For a 1-<2 hour event	1 session	Please select the “Duration” of “1 to <2 hours” under Session details.
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.



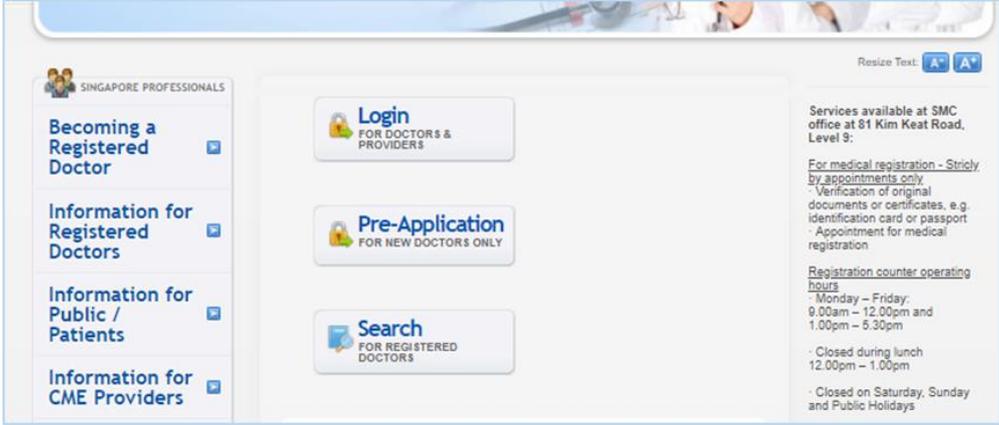
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		(b) If you are submitting 2 sessions, please select the "Duration" of "2 to 4 hours" for each session under Session details.
For a 1.5-day event	3 sessions	Please select the "Duration" of "2 to 4 hours" for each session under Session details.
For a 2-day 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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Doctors on Reduced Practice

Q39	What is reduced practice? What can a doctor on reduced practice do?
A39	<p>Doctors in reduced practice can only write prescriptions for:</p> <ul style="list-style-type: none">• himself/herself• spouse• child• adopted child• stepchild• grandchild• sibling• parent• step-parent• grandparent <p>Examples of doctors in reduced practice are those who have retired or doing full-time administrative work.</p> <p>Doctors in reduced practice can apply for lower CME requirements and lower-fee PC.</p> <p>(A) <u>Steps to apply for Lower CPE Requirements</u></p> <p>(i) <u>Log in to the SMC Professional Registration System using your SingPass under “Login for Doctors & Providers”</u></p>  <p>(i) <u>Select “Request for Lowering of CPE”</u></p>



Application Confirmation Acknowledgement

Application for Request for Lowering of CPE

Note: All Fields marked with asterisk (*) are mandatory.

Medical Registration Act (Chapter 174) Regulation 24(3)(a)

Registration No.
Name
Registered Specialty
Appointment
CPE Specialty

*Reason --Select Here--
*Start Date dd/mm/yyyy
End Date dd/mm/yyyy
Remarks (0/500)

(ii) Indication of “End Date”
Please note that if you have indicated an “End Date” in the “lowering of CPE requirements” application, you will be required to fulfil normal CPE/CME requirements with effect from that date. If you have retired, please do not put an “End Date” in the application.

(iii) Update of Personal Particulars
Doctors are required to update their employment status under “**Administration**” tab accordingly.

Note:
Once approved, doctors in reduced practice will have their compulsory CPE/CME requirements lowered to:

- (a) 10 points per year for those holding a 1-year PC; or 20 points per 2 years for those holding a 2-year PC; and
- (b) There will be no core point requirements nor a cap on points earned within any CPE category.

Doctors on lower CPE requirements who wish to resume practice must inform SMC, fulfil the CPE criteria posted on our SMC website and apply for conversion from lower-fee PC to full-fee PC (prevailing PC application fee is applicable).

(B) Application for lower-fee PC

You should apply for a lower-fee PC at your next PC renewal after the approval of your application for lower CPE requirements. Please select the option of “Lower-fee (1 year)” or “Lower-fee (2 years)”.

Please note that there will not be any refund of PC application fees for unused PC period.



Please select either

- Lower-fee (1 year) or
- Lower-fee (2 years)

PC Renewal/Application

PC Renewal/Application Details

*PC Type Full-fee (1 year) Full-fee (2 years) Lower-fee (1 year) Lower-fee (2 years)

I declare that I **am / will be** in reduced practice. I will only prescribe medication for myself and my family members (spouse, child, adopted child, stepchild, grandchild, sibling, parent, step-parent and grandparent)*. I also undertake to notify the SMC immediately should I decide to resume practice. I will return my lower-fee PC for cancellation and apply for a full-fee PC before I change my activity status.
(* the above condition applies to doctors who are residing locally or overseas)

At least one PC must be selected for renewal.

S/N	Practising Certificate	Expiry Date	Payment Due Date	*Renew?
1	Doctor	31/08/2014	31/08/2014	<input checked="" type="checkbox"/>

*Send PC by Normal Mail Registered Mail

Note:

- File must be in JPEG(.jpg or .jpeg), PDF (.pdf).
- Each file size must not exceed 1MB

Additional Documents

Document Title: --Select Here--

File: No file chosen

Documents Attached

No document attached.

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Revision to the List of Overseas Medical Schools for Registration to Practise in Singapore

Q40	Can you provide me the most up-to-date list of overseas medical schools?
A40	<p>The Singapore Medical Council (SMC) had revised the list of overseas medical schools for registration to practise in Singapore effective from 1 Jan 2020.</p> <p>SMC will only consider granting medical registration to International Medical Graduates (IMGs) whose basic medical qualifications are listed in the 'List of Registrable Basic Medical Qualifications' (effective from 1 Jan 2020).</p> <p>Students who wish to pursue medical studies in a medical school listed in SMC's revised list should note the primary qualifications column in the same list. If students enrol into a medical school in our list but are not conferred the corresponding medical qualification shown in our list, they are not eligible to be considered for medical registration in Singapore.</p> <p>Applicants may visit SMC's website at www.smc.gov.sg for updates on medical registration. Thank you.</p>
Q41	Can you include the medical school that I graduated from in the list?
A41	<p>The SMC reviews the List of Basic Registrable Basic Medical Qualification from time to time. As the SMC has completed its round of review in Apr 2019, it has no plans to expand the list in the near future.</p>
Q42	I am currently studying in one of the affected schools. Will I be affected as well?
A42	<p>Singapore Citizen (SC) and Singapore Permanent Resident (SPR) students who have already secured a place as a candidate in a medical programme from a school that is no longer on the list before 1 Jan 2020 (even if the commencement of the medical programme is after 1 Jan 2020), or who are studying in the affected schools before 1 Jan 2020, <u>will not be affected by the change</u>. They will be considered for medical registration with SMC, subject to an offer of employment with an SMC-approved healthcare institution upon their graduation if they are <u>still SC or SPR</u> at the point of getting registration with SMC. Therefore, if you are no longer an SC or SPR, you will not be eligible for medical registration with SMC. For more information, you may refer to our press release here.</p>



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Q43	I am a foreigner currently studying in a medical school that will not be in the list from 1 Jan 2020. I am expected to graduate in 2020, will I be able to register with the SMC to practise in Singapore?
A43	<p>The Singapore Medical Council (SMC) will only consider granting medical registration to International Medical Graduates (IMGs) whose basic medical qualifications are listed in the 'List of Registrable Basic Medical Qualifications' (effective from 1 Jan 2020).</p> <p>Students who are not Singapore Citizens or Permanent Residents and currently studying in one the affected schools may be considered for medical registration with SMC only if they graduate and successfully submit their application along with the full set of required documents <u>before 1 Jan 2020</u>. Registration is also subject to an offer of employment with an SMC-approved healthcare institution.</p>
Q44	Would this revision affect my chances of getting a Pre-Employment Grant (PEG) and chances of finding a job in Singapore?
A44	<p>For pre-employment grant matters, please refer to the Ministry of Health Holdings (MOHH)'s website or contact them at pre.employment.grant@mohh.com.sg. Information on employment/job opportunities is available on MOHH's website. SMC is unable to advise as employment matters by local healthcare institutions are not within its purview.</p>
Q45	I was offered a medical programme where the first half of the programme will be conducted at the International Medical University (IMU) and the second half at a partnering university for the remaining years. Will I be able to obtain medical registration with SMC?
A45	<p>Twinning programmes carry a risk of not being able to get registration because the enrolment into a partnering medical school in the new list cannot be certain. For twinning programmes, SMC will only consider granting medical registration to International Medical Graduates whose basic medical qualifications are listed in the 'List of Registrable Basic Medical Qualifications' at the time of enrolment into the partnering medical school.</p> <p>For example, if they are currently in a twinning programme, they must be enrolled in a partnering medical school in the current list before 1 Jan 2020. <u>For medical schools which are no longer in the list after 1 Jan 2020, their enrolment into the partnering medical school must be before 1 Jan 2020 and they must be Singapore Citizens or Singapore Permanent Residents at the time of enrolment and at the time of registration.</u> If you are enrolled midway in the twinning programme after 1 Jan 2020,</p>



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only schools in the new list will be accepted. Registration is also subject to an offer of employment with an SMC-approved healthcare institution.

For twinning programmes, doctors must undergo the entire duration of their clinical training and final examination in a medical school listed in the List of Registrable Basic Medical Qualifications as mentioned above, before they can be considered for medical registration in Singapore.

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▪ SMC Election

Q46	When will the next SMC Election be held?
A46	<p>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.</p> <p>Please note that information about the SMC Election will be sent to a doctor's <u>preferred email address</u> stated in the SMC Professional Registration System (PRS). Doctors <u>are reminded</u> to login to SMC PRS to update their particulars and contact details such as the email address.</p>
Q47	Who are the eligible voters for the SMC election?
A47	<p>Fully registered doctors resident in Singapore and holding 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.</p>
Q48	Are retired doctors holding lower-fee PC required to vote in the SMC election?
A48	<p>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.</p>
Q49	Is voting compulsory?
A49	<p>Voting is compulsory for all fully registered doctors resident in Singapore who have in force a practising certificate during the election period.</p> <p>Doctors who fail to vote will not be entitled to apply for a PC unless he/she satisfies the Registrar that he/she had a good and sufficient reason for not voting at the election, <u>or</u> pay to the SMC a penalty of S\$500.</p>



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Q50	I am residing / working / studying overseas. Am I required to vote in SMC election?
A50	If you are residing/working/studying overseas, please write to SMC at smc_election@spb.gov.sg and provide us with supporting documents (e.g. employment contract, letter of appointment from overseas employer, letter of acceptance into overseas institutions etc.) that you are residing/working/studying overseas. Upon receiving your supporting documents, we will advise you if you are required to vote in the SMC election.
Q51	I do not know the candidates. How can I vote for them?
A51	The CVs of all the candidates standing for election will be uploaded on the PRS under the "Election" tab for voters to read. Additionally, the candidates will also provide 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 candidates.
Q52	I am overseas during the election period and unable to vote.
A52	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

Q53	When is the next pledge ceremony?
A53	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.
Q54	I would like to register myself for the next pledge ceremony.
A54	<p>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.</p> <p>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.</p> <p>You will be invited to the Pledge Ceremony at an appropriate time taking into account the assessments and feedback received by SMC.</p>
Q55	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?
A55	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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Complaints against Medical Doctors

Q56	Can SMC help me to assess whether there are grounds for me to lodge a complaint?
A56	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.
Q57	How do I lodge a complaint against a doctor?
A57	<p>The SMC operates under the remit of the MRA in regulating the conduct of registered medical practitioners in Singapore.</p> <p>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.</p> <p>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.</p> <p>For more information on how to lodge a complaint with the SMC, please refer to the document and call us at 6355 2397 to <u>make an appointment</u> with the Commission for Oaths for the submission of your complaint.</p>
Q58	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?
A58	<p>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.</p> <p>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.</p>



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	<p>For more information on how to lodge a complaint with the SMC, please refer to the document and call us at 6355 2397 to <u>make an appointment</u> with the Commissioner for Oaths for the submission of your complaint.</p> <p>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.</p> <p>Once the SD has been duly affirmed / sworn, you can submit the SD and your letter of complaint to:</p> <p style="text-align: center;">Chairman, Complaints Panel Singapore Medical Council 16 College Road, #01-01 College of Medicine Building Singapore 169854</p>
Q59	Can I make a Statutory Declaration with my own choice for the Commissioner for Oaths and not the one provided by the SMC?
A59	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.
Q60	Can SMC advise me on whether the treatment I received from the doctor is appropriate?
A60	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.
Q61	Can I submit a complaint against the hospital/clinic?
A61	<p>The SMC can only consider complaints against doctors and is not empowered by law to look into complaints against any healthcare institution(s).</p> <p>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.</p>



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Q62	Can I submit a complaint without the full name of the doctor?
A62	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.
Q63	I do not have the name/full name of the doctor(s). Can SMC help me to obtain the name(s)?
A63	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 .
Q64	Will the doctor be able to see my complaint?
A64	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.
Q65	Is there a deadline for me to submit the complaint?
A65	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.
Q66	Can I submit my complaint without making a Statutory Declaration?
A66	Under the Medical Registration Act, your complaint must be supported by an SD.
Q67	When should I make an appointment to make an SD to submit my complaint? Can I make my Statutory Declaration elsewhere?
A67	You should make an appointment after you have completed drafting your complaint letter and get ready all your supporting documents (if any). Please call 6355 2397 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



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	<p>On the day of the appointment, the complainant <u>must appear in person</u> 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 <u>do not sign the form before your scheduled SD appointment.</u></p> <p>*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 <u>your name, address and occupation</u> are included in the SD.</p>
Q68	Can SMC help me to draft my complaint?
A68	As an independent administrator of the disciplinary process, the SMC is unable to assist in the drafting of complaints.
Q69	Can I not use the Sample Letter to submit my complaint?
A69	<p>The Sample Letter is a guide to draft your complaint as it contains all the relevant fields that a Complaints Committee would require to investigate your complaint. You are thus advised to use this guide.</p> <p>Please also note that handwritten complaint letters are not accepted and all complaints should be <u>type-written in English.</u></p>
Q70	Can SMC help print my complaint or photocopy my supporting documents?
A70	The SMC <u>does not provide</u> 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 <u>seven (7) copies</u> of these items.
Q71	Is SMC the right platform for me to obtain compensation from a doctor?
A71	No, the SMC is <u>not</u> 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.



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Q72	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?
A72	<p>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.</p> <p>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.</p> <p>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.</p>
Q73	How long will the Complaints Committee take to look into my complaint?
A73	<p>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.</p>
Q74	Will I be updated of the status of my complaint with SMC?
A74	<p>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.</p>
Q75	Can I submit additional information after I have lodged a complaint with SMC?
A75	<p>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.</p>

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▪ **Aesthetic Practice**

Q76	Are all SMC registered doctors able to perform aesthetic procedures?
A76	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.
Q77	Can I check if non-doctors can perform medical aesthetic procedures?
A77	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.
Q78	Is there a list of accredited Certificate of Competence (COC) courses for SMC registered doctors?
A78	Yes. Please refer to the current list of accredited COC Courses for more information.
Q79	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?
A79	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.
Q80	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)?
A80	SMC registered doctors who wish to perform non-listed procedures should make an application to the APOC for the classification of the said procedure



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	<p>under Table 1 or Table 2 using the prescribed Non-Listed Aesthetic Procedures application form.</p> <p>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.</p> <p>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 <i>Table 1</i> or <i>Table 2</i>.</p>
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▪ **General Enquiries**

Q81	I need to find a registered doctor. How can I do so?
A81	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.
Q82	I have encountered an error message while accessing the SMC's Professional Registration System. What should I do?
A82	<p>Our system is most compatible with Internet Explorer. Please use a computer/laptop with a stable internet connection and try again.</p> <p>You may also wish to consider clearing your cache/cookies from your browser.</p> <p>If the problem persists, please provide the following information in an email to help us look into your issue expeditiously:</p> <ul style="list-style-type: none"> (i) Your purpose of accessing the PRS, e.g. to update CME points, application for registration, etc (ii) Your browser type and device (desktop or laptop); (iii) URL of the login page; (iv) The screenshot of the pages before and after you encounter the error message; and (v) The timestamp of when the error has occurred.
Q83	How do I login to SMC's Professional Registration System?
A83	<p>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)</p> <p>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.</p> <p>Please request for your CorpPass Admin to create a user account for you and assign the following e-Service access:</p> <ul style="list-style-type: none"> • Government Agency: Ministry of Health (MOH) • e-Service: Professional Registration System (PRS)



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Q84	I have submitted a OneKey token application. When will I receive my token?
A84	<p>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.</p> <p>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.</p> <p>Upon receipt of your token, please proceed to link the device in the PRS. Please refer to the guide for the set-up process.</p>
Q85	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?
A85	<p>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 <u>with an official stamp, the full name of the signatory and a professional designation</u>.</p> <p>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).</p> <p>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).</p> <p>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).</p> <p>Moving forward, your login method will be using your User ID, password and 2FA (OneKey token).</p>
Q86	I would like to check if a TCM clinic is registered under the Medical Registration Act (MRA).
A86	<p>We wish to clarify that the SMC operates under the remit of the MRA in registering medical practitioners (doctors) in Singapore.</p> <p>Please be informed that TCM clinics are not regulated under the MRA or the Private Hospitals and Medical Clinics Act.</p>



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	<p>To check if a TCM practitioner is registered with TCMPB, please click here. For enquiries on TCM, please contact TCMPB at TCMPB@spb.gov.sg.</p>
Q87	I would like to check if a TCM is a Singapore registered medical practitioner as mentioned in the Ministry of Manpower website.
A87	<p>We wish to clarify that the SMC operates under the remit of the MRA in registering and regulating the conduct of medical practitioners (doctors) in Singapore.</p> <p>Members of the public are able to search and view the SMC register online via “Search for registered doctors” at SMC’s website (www.smc.gov.sg). Doctors who do not hold a valid practising certificate or are not registered with the SMC will not be shown.</p> <p>Traditional Chinese Medicine (TCM) practitioners <u>are not</u> medical doctors and they are regulated by the TCM Practitioners Board (TCMPB). To check if a TCM practitioner is registered with TCMPB, please click here. For enquiries on TCM, please contact TCMPB at TCMPB@spb.gov.sg.</p>
Q88	I would like to check if a chiropractor is a registered doctor with SMC.
A88	<p>Members of the public are able to search and view the SMC register online via “Search for registered doctors” at SMC’s website (www.smc.gov.sg). Doctors who do not hold a valid practising certificate or are not registered with the SMC will not be shown.</p> <p>A search may be done by either (i) entering the name of the doctor or (ii) entering his/her registration number under ‘<i>More Search Options</i>’.</p> <p>Please note that Chiropractors <u>are not</u> medical doctors registered under the SMC.</p>
Q89	What is “Secretariat of healthcare Professional Board”?
A89	<p>With effect from 1 Jan 2020, the Singapore Medical Council (SMC) is supported by the Secretariat of healthcare Professional Boards (SPB) for its secretariat and operational functions. The registration and regulation of medical practitioners (doctors) continue to be governed by SMC, which retains autonomy and independence over professional and statutory matters, as provided for under the Medical Registration Act (Chapter 174).</p>

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