



SPB Circular No. 1/2021

FAQ – e-Cert implementation in PRS, and digital PC in the Singpass app

In-line with the Digital Government Blueprint initiatives, the 11 healthcare Professional Boards/Councils/Accreditation Boards are pleased to share that we will be launching the following two digital initiatives:

- a. Electronic Registration Certificates and Practising Certificates (e-Certs) will be rolled out in phases from end 2021 onwards; and
- b. Digital Practising Certificate (PC) via the Singpass app by early 2022.

You may refer to the following FAQs for information on the transition to e-Certs. **More details on viewing and downloading of e-Certs and digital PC will be shared after the launch.**

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e-Certs in Professional Registration System (PRS)

1. What are the hardcopy certificates that will be substituted with the electronic version?

From end of 2021, the healthcare Professional Boards/Councils/ Accreditation Boards (PBs) will substitute the hardcopy certificates with electronic certificates (e-Certs). The hardcopy certificates that will be replaced by the e-Certs are:

- a) Registration certificate (RC)
- b) Practising certificate (PC)
- c) Specialist certificate
- d) Specialist accreditation certificate
- e) Family Physician certificate
- f) Family Physician accreditation certificate

Healthcare professionals (HCPs) will be able to view their e-Certs by logging into the Professional Registration System (PRS) after their application for PC renewal or conversion/change of registration type is approved.

2. Are electronic RC and PC the same as hardcopy certificates?

Both hardcopy and electronic RC and PC are issued and recognised by PBs.

Upon successful registration, the HCP will be issued with a RC by the PB, which will specify the practice(s) for which the HCP is registered. HCPs who intend to practise are also required to hold a valid PC.

3. Will there be a mass replacement exercise to convert existing hardcopy certificates currently held by HCPs?

The rollout of the e-Certs is prospective and there will not be any replacement of hardcopy certificates currently held by the HCPs to the electronic versions. The hardcopy certificates held by the individual HCP are still valid and recognised if they are not expired.

PCs are renewed annually or biennially. Existing HCPs will receive their electronic PC when their next application to renew their PC is approved.

4. Can I apply for a copy of e-Certs even though my existing hardcopy certificates are valid/legible?

If your hardcopy certificates are still valid, it will be recognised, and you do not need to apply for an electronic copy.



5. I need to display my certificate(s) in my clinic/shop. How do I do this with the electronic version?

You may display the digital version on mobile/ electronic devices or you may print the e-Cert(s) and display it in your place of practice.

6. I do not have a printer to print the e-Cert(s). Can I choose not to display the e-Cert(s) in my clinic/shop?

For professionals registered with TCMPB and OOB, you are required to display your certificate(s) in your registered place of practice.

Hence, if you do not have access to a printer, you may consider downloading a copy of your e-Certs and approach any office supplies stores which have on-the-spot printing services.

Digital PC in the Singpass app

7. How do I view my digital PC from the Singpass app?

To view your digital PC, please follow the steps below:

- a) Log in to the Singpass app on your internet-enabled device
- b) Swipe the cards under the "My Cards" section on the home page to view your digital PC.
- c) Authenticate to view full details on your digital PC.

You should now be able to access your digital PC card whenever required.

8. What are the differences between digital PC in Singpass app and e-PC in PRS?

Both digital PC and e-PC display the HCP's PC information, including his/her profession, specialty (if any) and PC validity date.

The e-PCs will only be issued to newly registered HCPs or existing HCPs upon the successful renewal of their PC or when conversion/change of registration type is approved. To retrieve a copy of e-PC in PDF format, the HCP will need to log in to the PRS. The e-PC also includes a QR code which will direct users to the HCP's registration details on the PB's website. The e-PC can be downloaded and printed for display at the HCP's place of practice if required.

The digital PC in the Singpass app is implemented as part of the government's National Digital Initiative. All HCPs with valid PC will be able to view their digital PC in the Singpass app as an additional avenue to check/access current PC information.