



MH 78:44/1

MOH Circular No. 18/2024

25 March 2024

Outpatient Medical Service Licensees

Dear Colleagues

NOTICE OF PROPOSED LICENCE CONDITIONS UNDER THE HEALTHCARE SERVICES ACT 2020 (HCSA): NEW LICENCE CONDITIONS ON PROVIDING OR INTENDING TO PROVIDE MOBILE INPATIENT CARE AT HOME

The Director-General of Health intends to modify the conditions of your licence (“**Licence**”) granted under the Healthcare Services Act 2020 (“**HCSA**”), by imposing an additional set of licence conditions under Section 11B(3)¹ of the HCSA. The proposed new licence conditions are known as the *Licence Conditions on Providing or Intending to Provide Mobile Inpatient Care At Home* (“**LCs**”), appended in **Annex A²**.

2. Mobile Inpatient Care at Home (“**MIC@Home**”) is a mainstream service where virtual hospital beds are set up at the homes of patients and where doctors and nurses visit them to provide hospital level services at their homes. Hospital-level services are brought outside the acute hospital setting, reducing strain on limited physical capacities, enhancing the care experience, and enabling sustainable care delivery. MIC@Home was piloted from April 2022 under the oversight by the MOH Office of Healthcare Transformation (“**MOHT**”) and will become a mainstream model of care in public healthcare institutions from 1 April 2024. MOHT will continue to support the initial monitoring of MIC@Home during this transition.

3. This set of LCs are intended to scope the provision of MIC@Home to Outpatient Medical Service (“**OMS**”) licensees that are (1) also licensed under the HCSA to also provide an Acute Hospital Service (“**AHS**”), and have (2) subjected their provision of MIC@Home to the oversight and guidance of the MOHT.

¹ Section 11B(3) of the Healthcare Services Act 2020:

11B.—(3) In granting an approval under this section, the Director-General may impose conditions as the Director-General considers requisite or expedient having regard to the purposes of this Act.

² The full list of LCs which are currently applicable to OMS licensees can be found on <https://www.moh.gov.sg/hcsa/resources>.



4. The proposed LCs will apply to all persons who have been licensed under the HCSA to provide OMS. All other conditions of your Licence that have been imposed before the date of this notice shall remain unchanged and in full force and effect (unless superseded), and these proposed LCs, when implemented, shall be read, and construed with the requirements stipulated in the HCSA and its Regulations.

5. A breach of the proposed LCs, when implemented, may result in regulatory action being taken against licensees under section 20 of the HCSA, including but not limited to —

- (a) suspension or revocation of the licensee's Licence;
- (b) shortening the term of the licensee's Licence;
- (c) a direction requiring the licensee to rectify the contravention, or prevent a recurrence of the contravention; and/or
- (d) a direction requiring the licensee to pay a financial penalty.

6. Pursuant to Section 14(2) of the HCSA, you may submit written representations to the Director-General of Health with respect to the proposed LCs in **Annex A** within 14 days of this notice (excluding the date of this notice) to HCSA_Enquiries@moh.gov.sg. Please note that any correspondence from you requiring further information or clarification does not constitute a written representation.

7. Should you require any further information or clarification, please email us at HCSA_Enquiries@moh.gov.sg.

Yours sincerely



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**LICENCE CONDITIONS FOR
OUTPATIENT MEDICAL SERVICE LICENCEES
PROVIDING OR INTENDING TO PROVIDE
MOBILE INPATIENT CARE AT HOME**

**IMPOSED UNDER SECTION 13(1) OF
THE HEALTHCARE SERVICES ACT 2020**

1 Application

1.1 These licence conditions (“**LCs**”) apply to:

- (a) all persons who have been licensed under the Healthcare Services Act 2020 (the “**HCSA**”) to provide an outpatient medical service (“**OMS**”);
- (b) that provide or intend to provide, as part of that service, MIC@Home (defined in paragraph 2.1(e) below)

(such persons referred to as “**Licensees**”).

1.2 A breach of these LCs may result in regulatory action being taken against Licensees under section 20 of the HCSA, including but not limited to:

- (a) suspension or revocation of the Licensee’s OMS licence;
- (b) shortening the term of the Licensee’s OMS licence;
- (c) a direction requiring the Licensee to rectify the contravention, or prevent a recurrence of the contravention; and/or
- (d) a direction requiring the Licensee to pay a financial penalty.

1.3 For avoidance of doubt: -

- (a) the defined terms as used in these LCs shall have the meanings ascribed to them in the HCSA and any Regulations made thereunder, unless otherwise stated;
- (b) the requirements in these LCs are without prejudice, and in addition to the requirements imposed under the HCSA as well as any Regulations and other applicable licensing conditions, directions, codes of practice made thereunder; and



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- (c) these LCs do not override a healthcare professional's duty to make clinical decisions that are in the best interests of each patient.

2 Definitions

2.1 The following definitions shall apply to these LCs:

- (a) **"AHS"** refers to an acute hospital service.
- (b) **"AHS Examiner"** refers to any medical practitioner that has been employed or engaged by a person who has been licensed under the HCSA to provide an AHS.
- (c) **"Approved Location"** refers to:
 - (1) the Eligible Patient's place of residence; or
 - (2) any other premises approved by the Ministry of Health from time to time as being suitable for the provision of MIC@Home.
- (d) **"Eligible Patient"** refers to a patient who has been assessed by an AHS Examiner to:
 - (1) require admission as an in-patient of an AHS; or
 - (2) not be fit for discharge from an AHS.
- (e) **"Mobile Inpatient Care at Home"** or **"MIC@Home"** refers to the care and management of a Referred Patient, including daily monitoring and daily review by a medical practitioner, while that patient is at an Approved Location.
- (f) **"Referred Patient"** refers to an Eligible Patient who is referred by an AHS Examiner to a Licensee to receive MIC@Home.
- (g) **"MIC@Home Examiner"** refers to any medical practitioner that has been employed or engaged by the Licensee to provide OMS, who may also be an AHS Examiner.

3 Restrictions on the provision of MIC@Home

3.1 Licensees that provide or intend to provide MIC@Home must:

- (a) be licensed under the HCSA to provide an AHS; and
- (b) subject their provision of MIC@Home to the oversight and guidance of the MOH Office for Healthcare Transformation.

3.2 Before providing MIC@Home, Licensees shall ensure that their MIC@Home Examiner:

- (a) performs a medical examination of the Referred Patient; and
- (b) assesses that the Referred Patient can be safely managed and cared for by the Licensee, while that patient resides at an Approved Location, with daily monitoring and daily review by a medical practitioner.

3.3 If a Referred Patient is:

- (a) assessed by the Licensee's MIC@Home Examiner to not be able to be safely managed and cared for by the Licensee, where that patient resides at an Approved Location with daily monitoring and daily review by a medical practitioner; or
- (b) at any point in time after the assessment set out in clause 3.2(b) above, assessed by the Licensee's MIC@Home Examiner to no longer be able to be safely managed and cared for by the Licensee, while that patient resides at an Approved Location, with daily monitoring and daily review by a medical practitioner,

the Licensee shall ensure that Referred Patient is immediately referred for in-patient care and management by an AHS licensee.