MINISTRY OF HEALTH
SINGAPORE

Healthcare Application and Licensing Portal (HALP)
Internet User Guide – Facility

Reference ID :

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Disclaimer: The screenshots provided in this user guide are for illustrative purposes only. They serve as examples to demonstrate the layout and functionality of the user interface in the Healthcare Application and Licensing Portal - Biosafety Module. Please note that the values shown in certain fields, such as dates, application number, or user-specific information including Facility Name may not reflect actual or consistent data, unlike what a user would expect to see in the live system.

1. INSPECTION

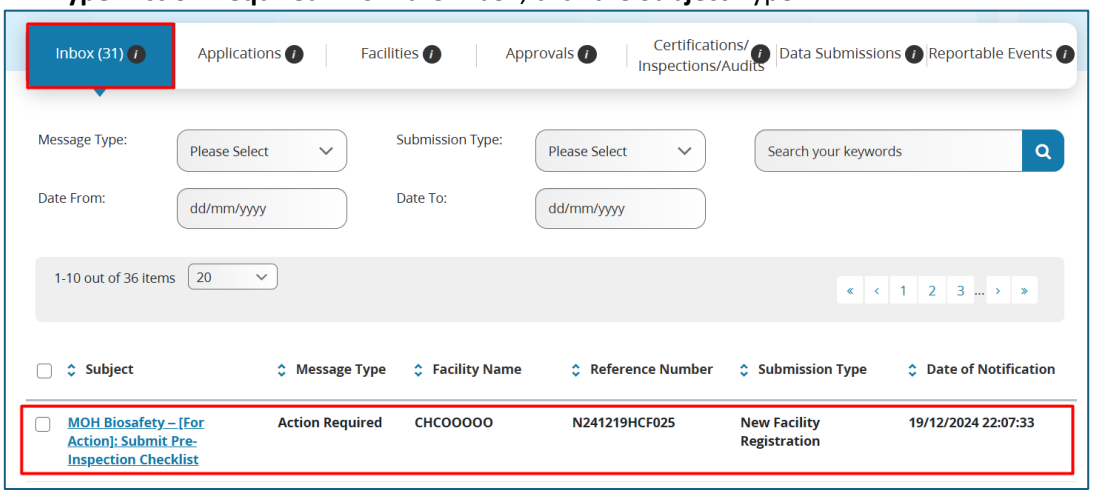
This section describes the steps to submit information at the following stages when inspection by MOH is indicated:

a. Stage 1: Submit Pre-inspection Checklist
b. Stage 2: Indicate Preferred Inspection Date
c. Stage 3: Submit Response after Review of Draft Inspection Report
d. Stage 4: Retrieve Final Inspection Report
e. Stage 5: Submit Information on Rectification of Non-Compliance (NC)
f. Stage 6: Submit Information on Follow-up Action for Other Inspection Findings

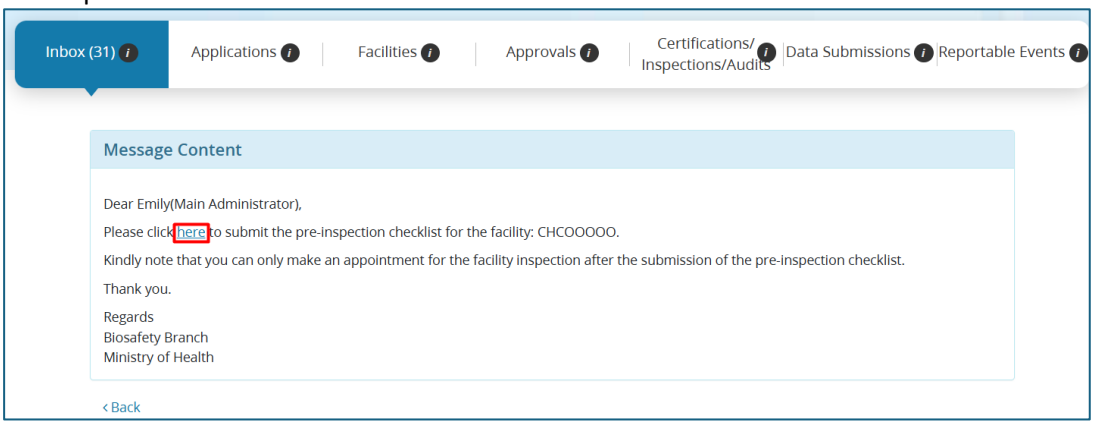
1.1. Stage 1: Submit Pre-Inspection Checklist

This section describes the steps to submit the pre-inspection checklist for the facility when an inspection by MOH is indicated.

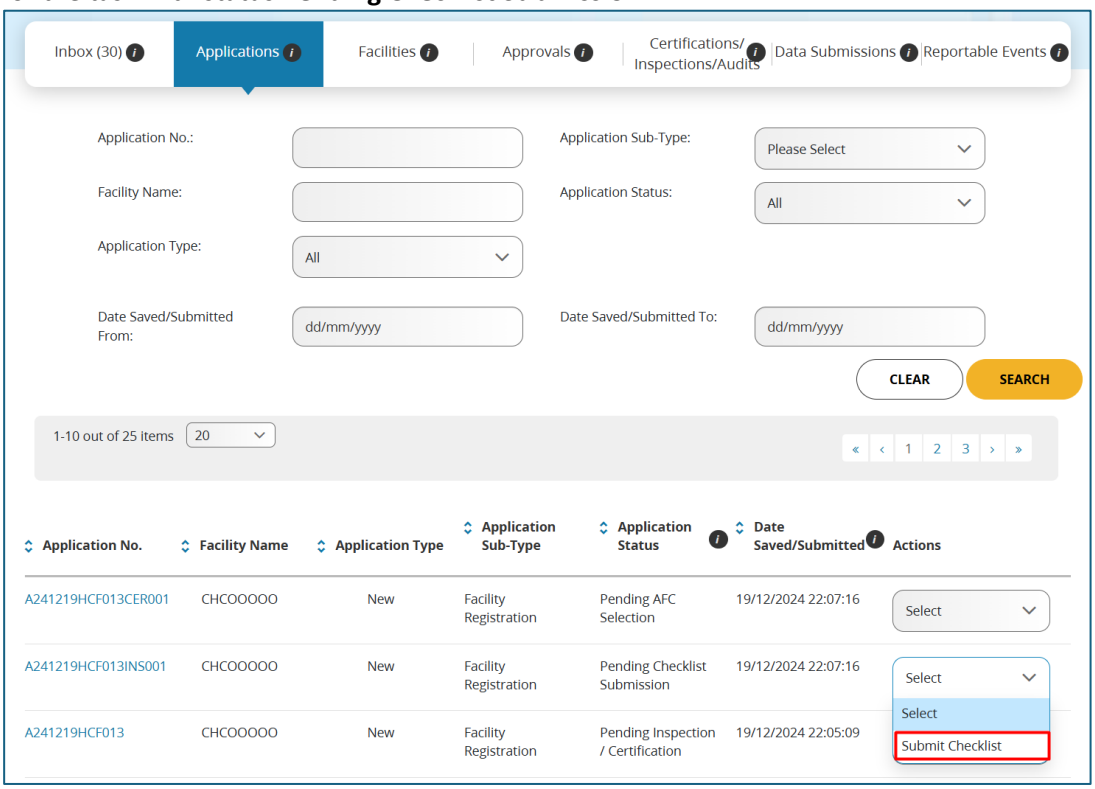
1. The facility receives a **notification** to submit the pre-inspection checklist with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



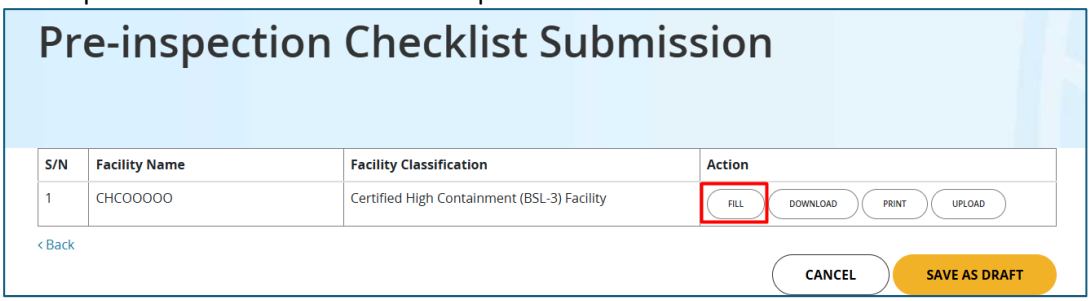
2. The message content will be displayed. Click the **here** hyperlink to submit the pre-inspection checklist.



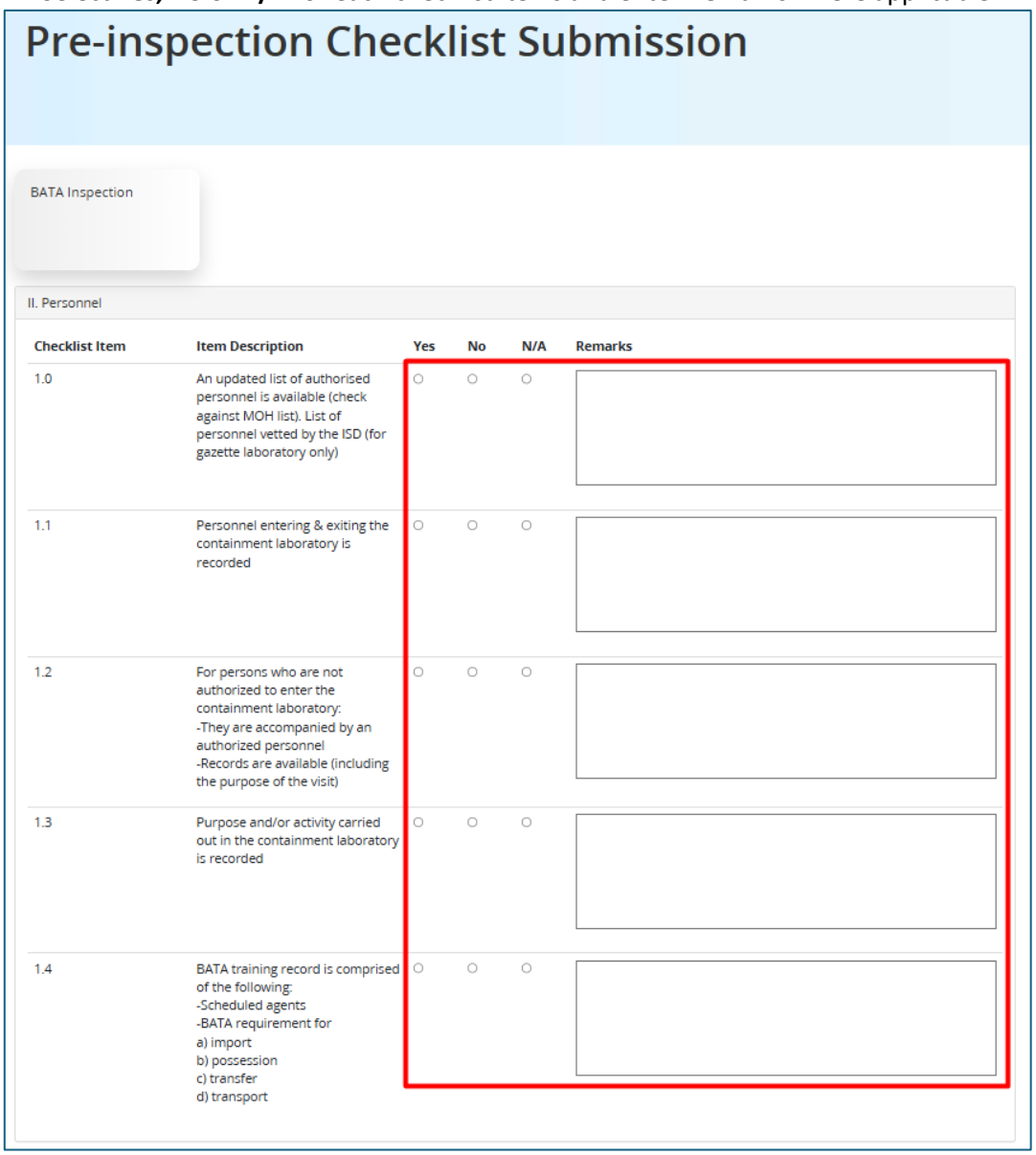
Alternatively, click the **Applications** tab. Select **Submit Checklist** from the **Actions** dropdown for the task with status **Pending Checklist Submission**.



3. System will redirect to the **Pre-inspection Checklist Submission** page. Click **FILL** to complete the pre-inspection checklist using the on-screen form. Alternatively, proceed to step 6 for information on the use of the **Download** function to complete the pre-inspection checklist on an excel template.



4. Select **Yes, No** or **N/A** for each checklist items and enter **Remarks** where applicable.

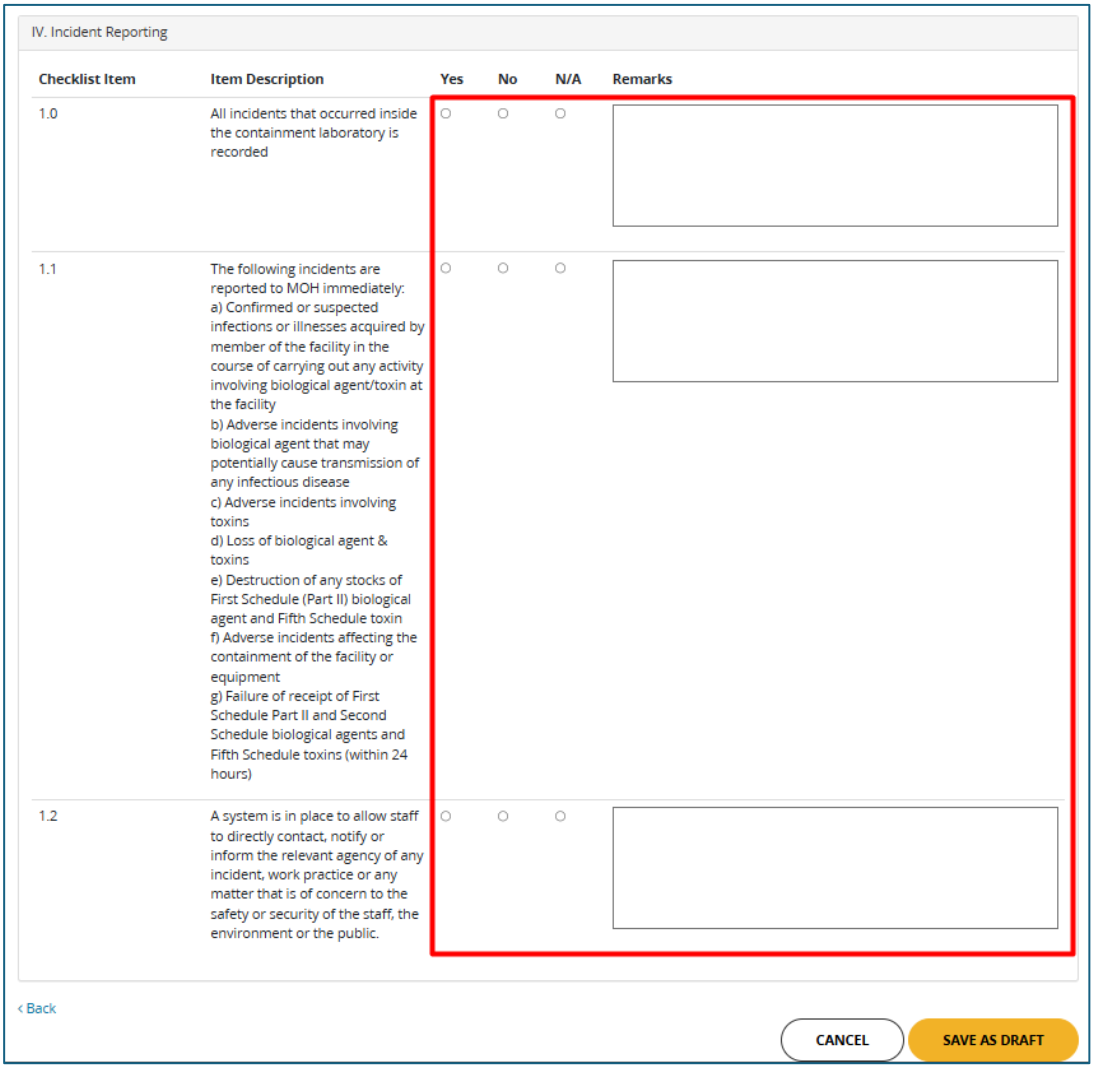


Pre-inspection Checklist Submission

BATA Inspection

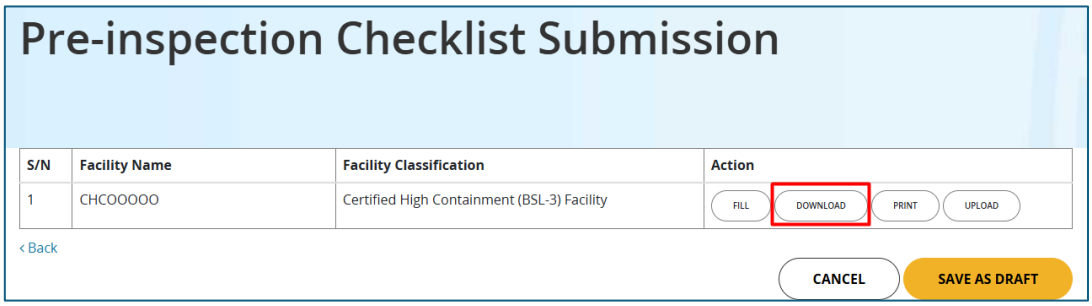
II. Personnel

Checklist Item	Item Description	Yes	No	N/A	Remarks
1.0	An updated list of authorised personnel is available (check against MOH list). List of personnel vetted by the ISD (for gazette laboratory only)	○	○	○	
1.1	Personnel entering & exiting the containment laboratory is recorded	○	○	○	
1.2	For persons who are not authorized to enter the containment laboratory: -They are accompanied by an authorized personnel -Records are available (including the purpose of the visit)	○	○	○	
1.3	Purpose and/or activity carried out in the containment laboratory is recorded	○	○	○	
1.4	BATA training record is comprised of the following: -Scheduled agents -BATA requirement for a) import b) possession c) transfer d) transport	○	○	○	

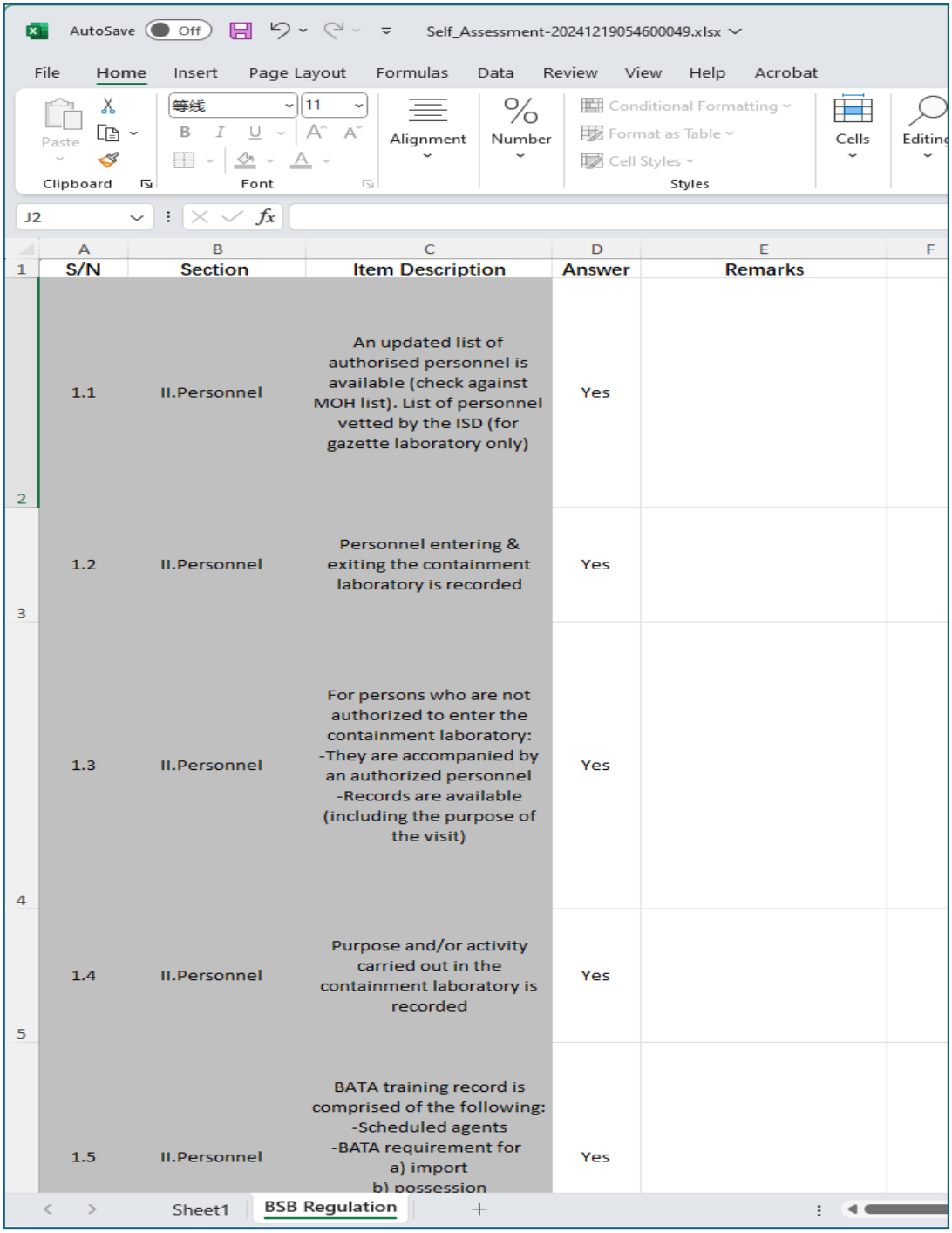


5. Click **SAVE AS DRAFT**, to save input.

6. Alternatively, to complete the pre-inspection checklist using an excel template, click **DOWNLOAD.**

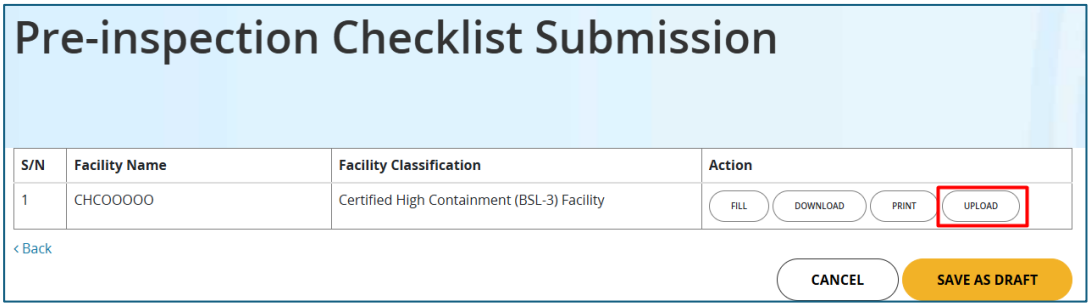


7. **Open** the downloaded checklist and select **input** under **Answer** for each checklist item and enter **Remarks** where applicable**. Save** the completed excel checklist.

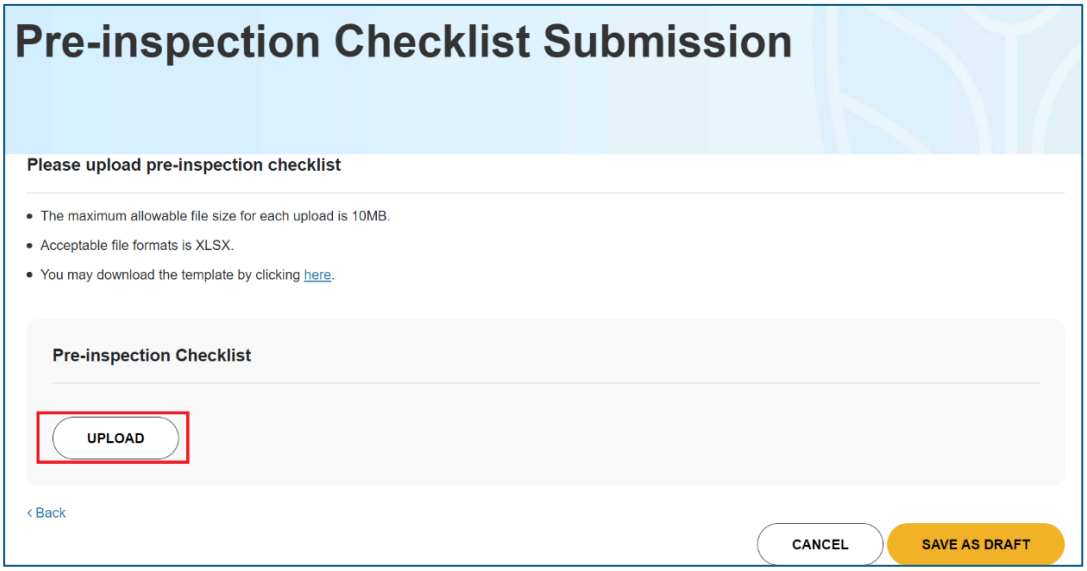


	A	B	C	D	E	F
1	S/N	Section	Item Description	Answer	Remarks	
2	1.1	II.Personnel	An updated list of authorised personnel is available (check against MOH list). List of personnel vetted by the ISD (for gazette laboratory only)	Yes		
3	1.2	II.Personnel	Personnel entering & exiting the containment laboratory is recorded	Yes		
4	1.3	II.Personnel	For persons who are not authorized to enter the containment laboratory: -They are accompanied by an authorized personnel -Records are available (including the purpose of the visit)	Yes		
5	1.4	II.Personnel	Purpose and/or activity carried out in the containment laboratory is recorded	Yes		
	1.5	II.Personnel	BATA training record is comprised of the following: -Scheduled agents -BATA requirement for a) import b) possession	Yes		

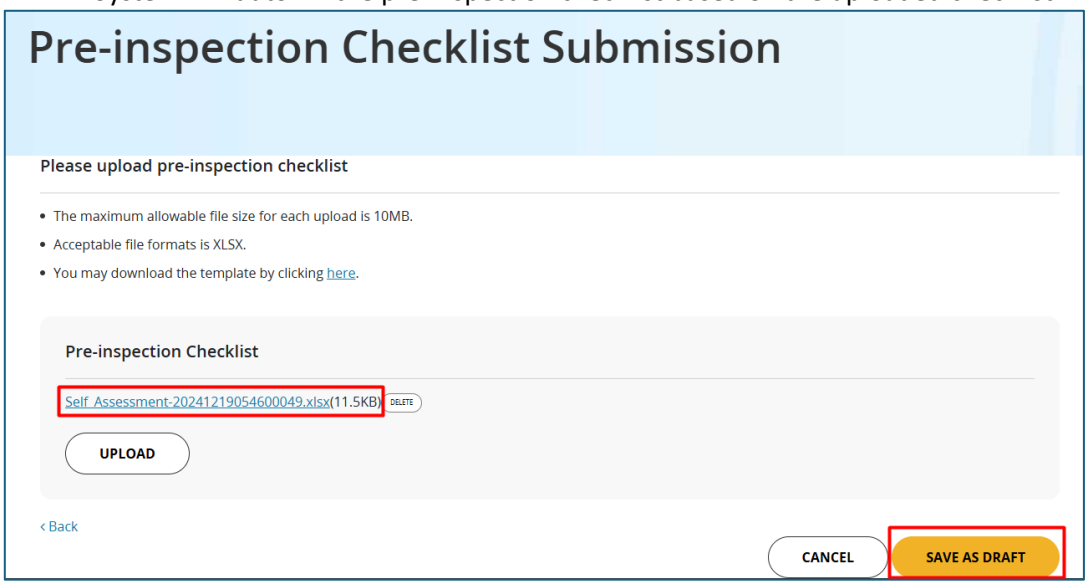
8. Click **UPLOAD**.



9. Click **UPLOAD** and select the completed excel checklist.

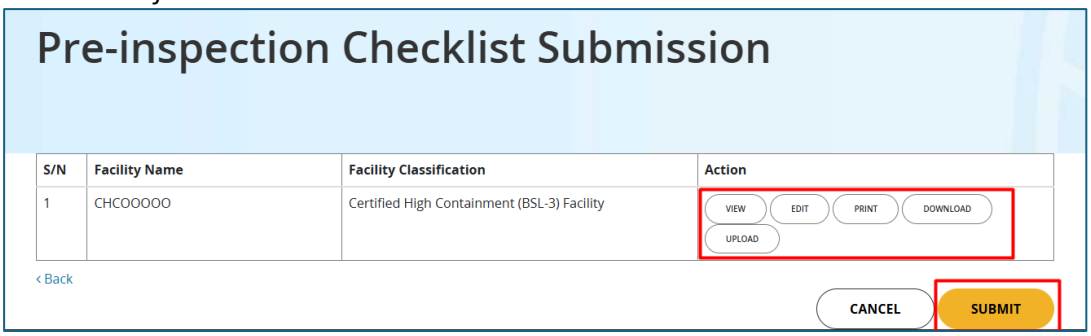


10. Click **SAVE AS DRAFT** to return to the **pre-inspection checklist submission** page. System will auto-fill the pre-inspection checklist based on the uploaded checklist.

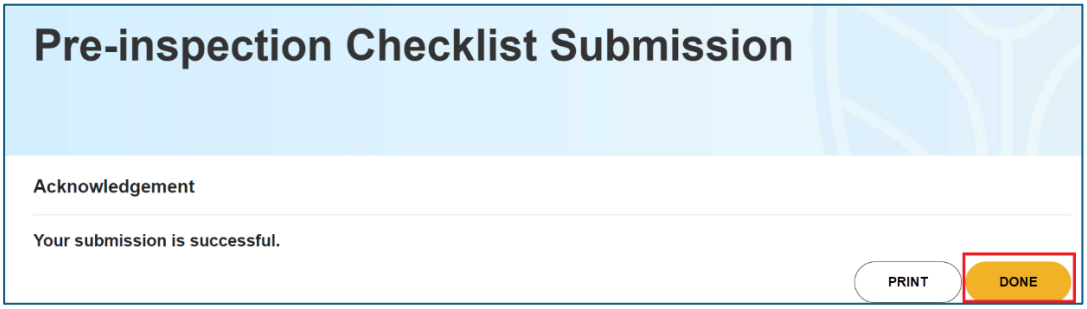


11. Click **VIEW** to review the completed checklist before submission. Click **EDIT** to make changes to the input in the checklist. Click **SUBMIT** to submit the checklist.

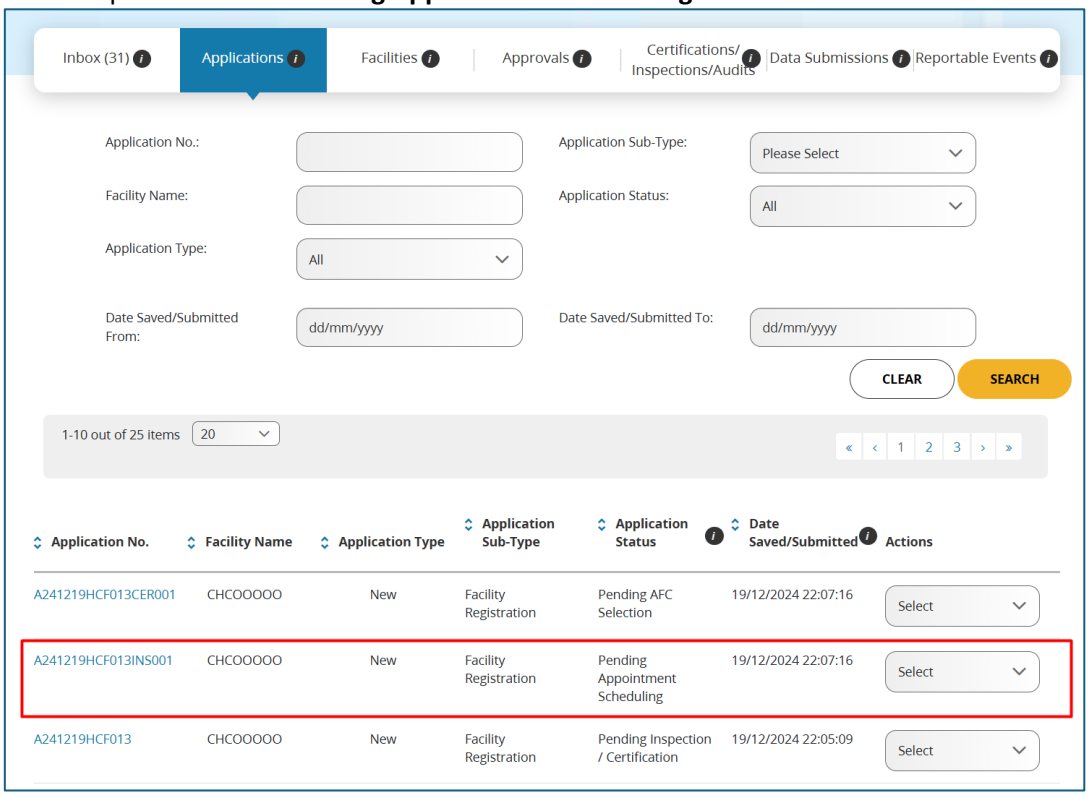
*Note: Click **PRINT** to print a copy of the checklist. Click **UPLOAD** to upload an edited version of the checklist.*



12. Upon successful submission, an **Acknowledgement** message will be displayed. Click **DONE** to return to the **Dashboard**.



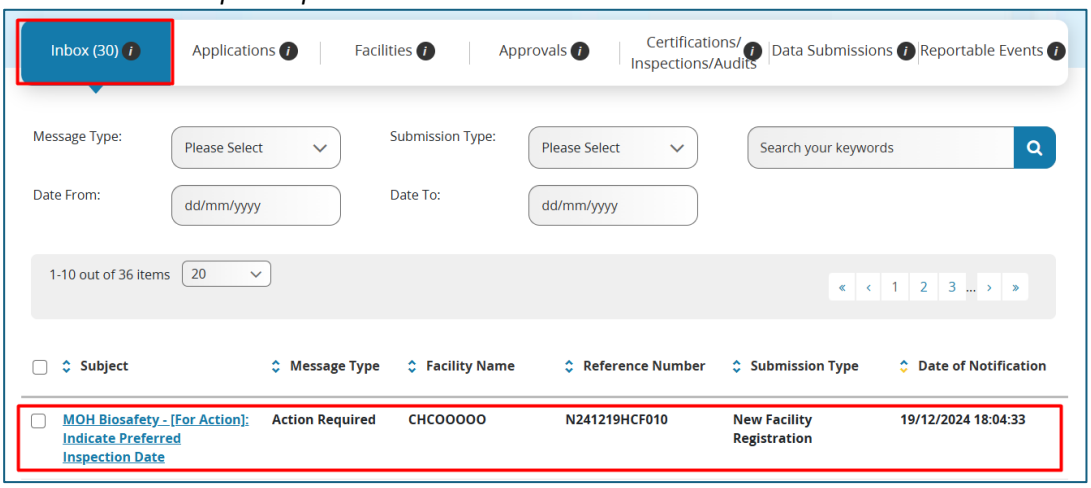
13. From the **Dashboard**, click the **Applications** tab. Verify that the status of the inspection task is **Pending Appointment Scheduling.**



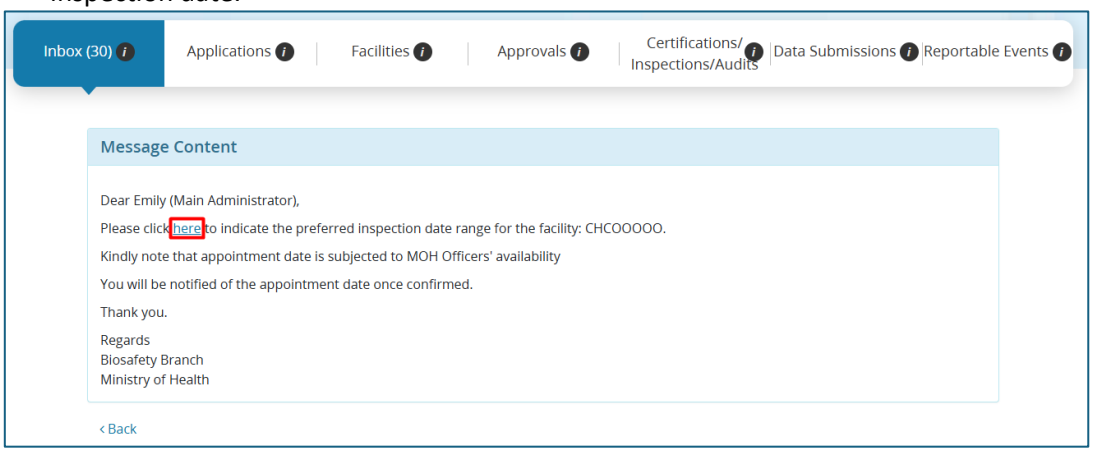
1.2. Stage 2: Indicate Preferred Inspection Date

This section describes the steps to indicate the preferred inspection date after submission of the pre-inspection checklist (refer to Section 1.1 for the steps to submit the pre-inspection checklist).

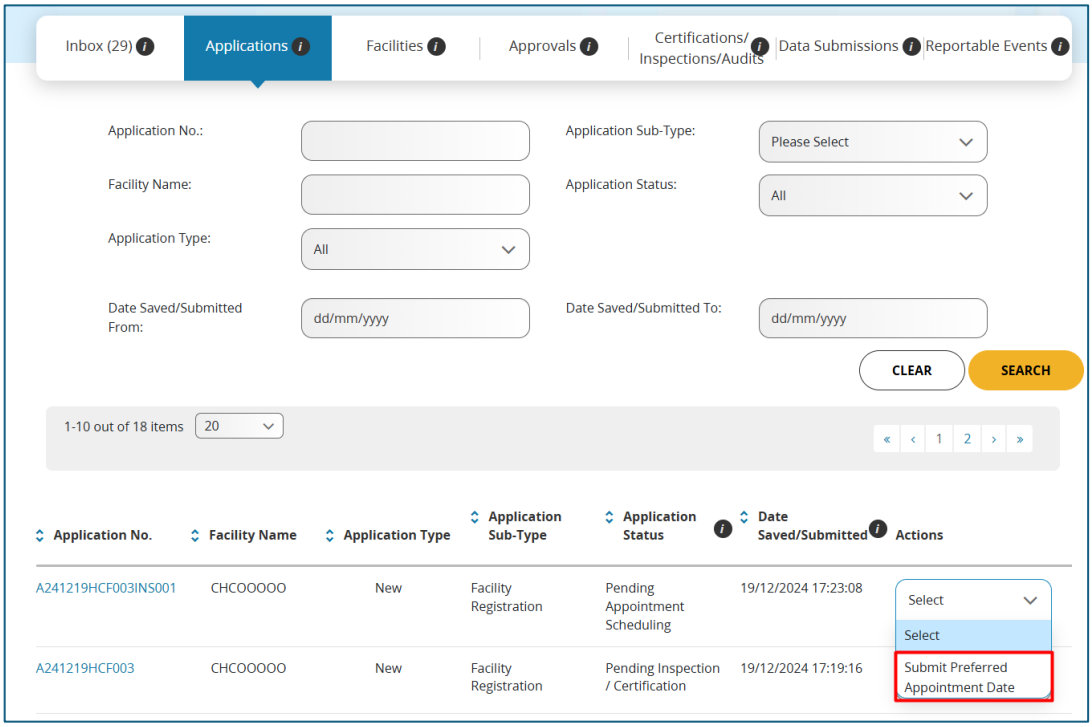
1. The facility receives a **notification** to indicate the preferred inspection date with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.
   Note: Selection of preferred inspection date can only take place after the facility has submitted the pre-inspection checklist.



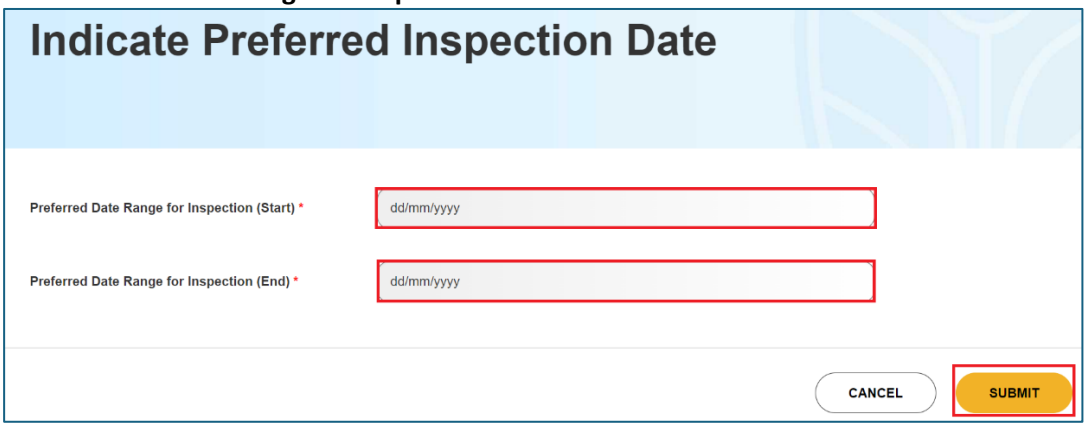
2. The message content will be displayed. Click the **here** hyperlink to indicate the preferred inspection date.



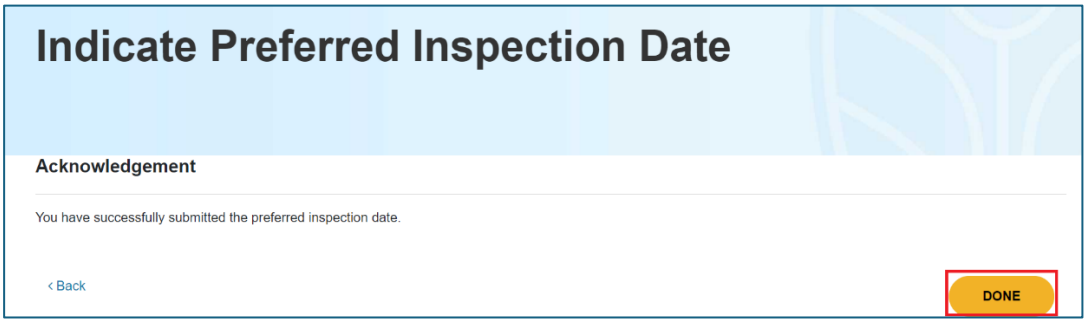
Alternatively, click the **Applications** tab, select **Submit Preferred Appointment Date** from the **Actions** dropdown for the task with status **Pending Appointment Scheduling**.



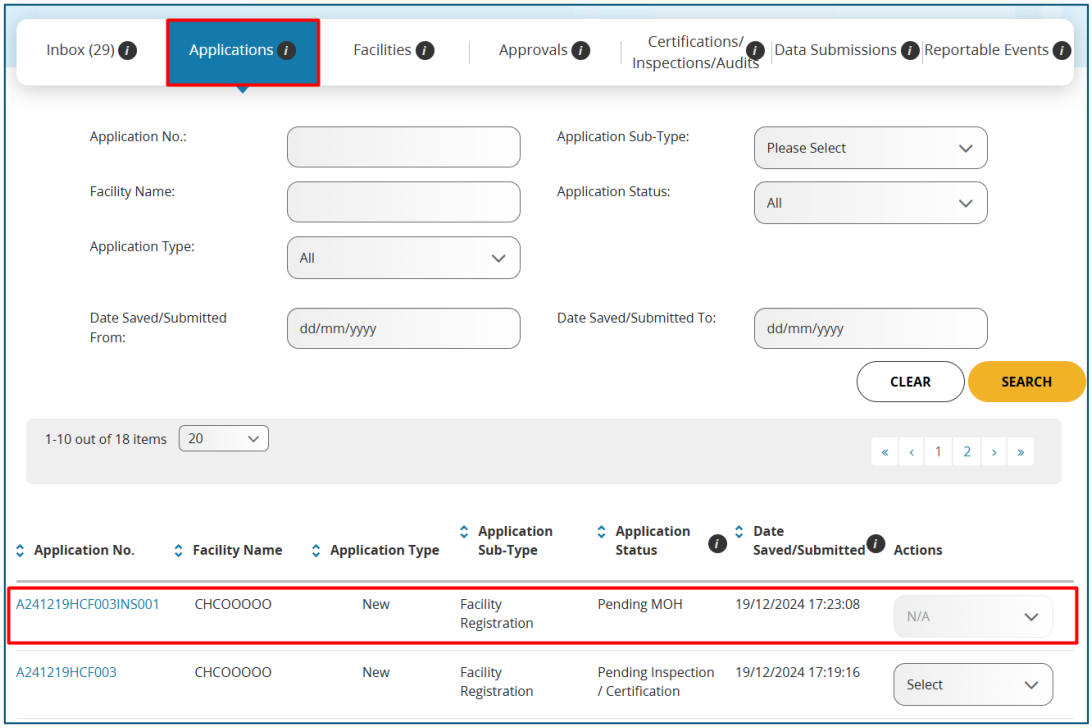
3. The system will redirect to the **Indicate Preferred Inspection Date** page**. Select** the **Preferred Date Range for Inspection**. Click **SUBMIT**.



4. Upon successful submission, an **Acknowledgement** message will be displayed. Click **DONE** to return to the **Dashboard**.



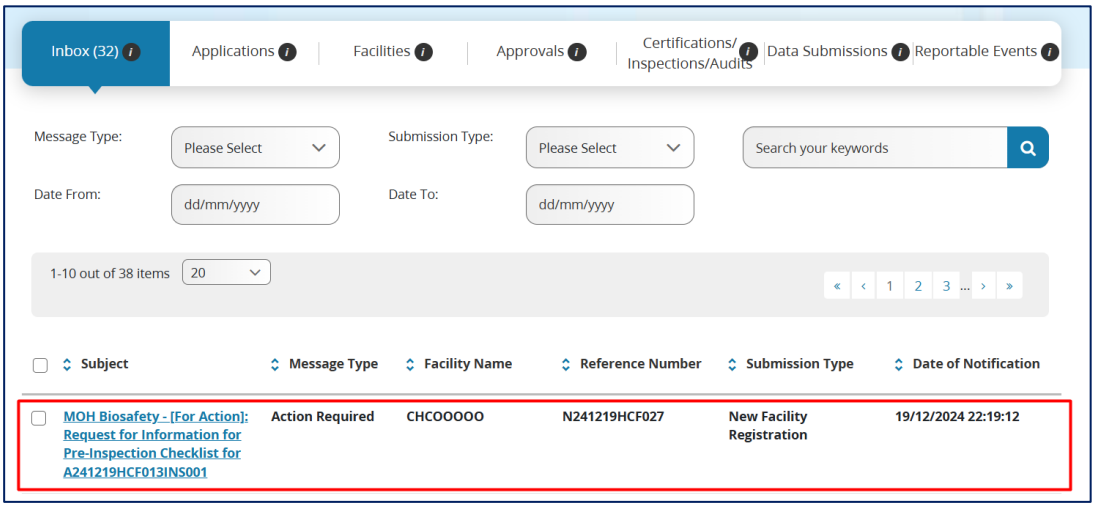
5. From the **Dashboard**, click the **Applications** tab. Verify that the status of the inspection task is **Pending MOH**.



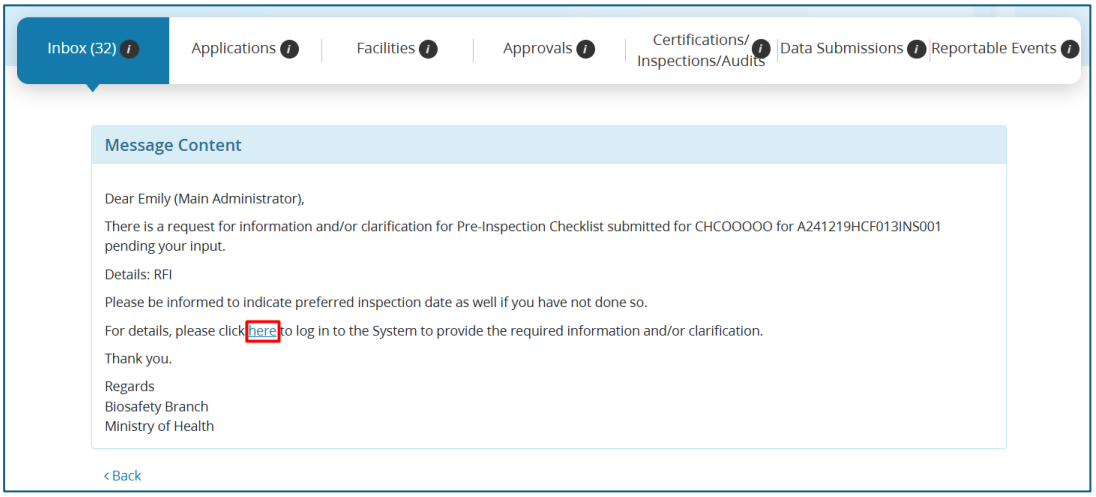
1.2.1. Submit Response for RFI on pre-inspection checklist before Preferred Inspection Date is indicated

This section describes the steps to submit a response when MOH has triggered the request for information (RFI) for the pre-inspection checklist before the facility has indicated the preferred inspection date. Refer to MOH HALP Internet - Facility User Guide Part 2.2 Section 5.1 for the steps to submit a response to the RFI (to the pre-inspection checklist) after the inspection date has been submitted.

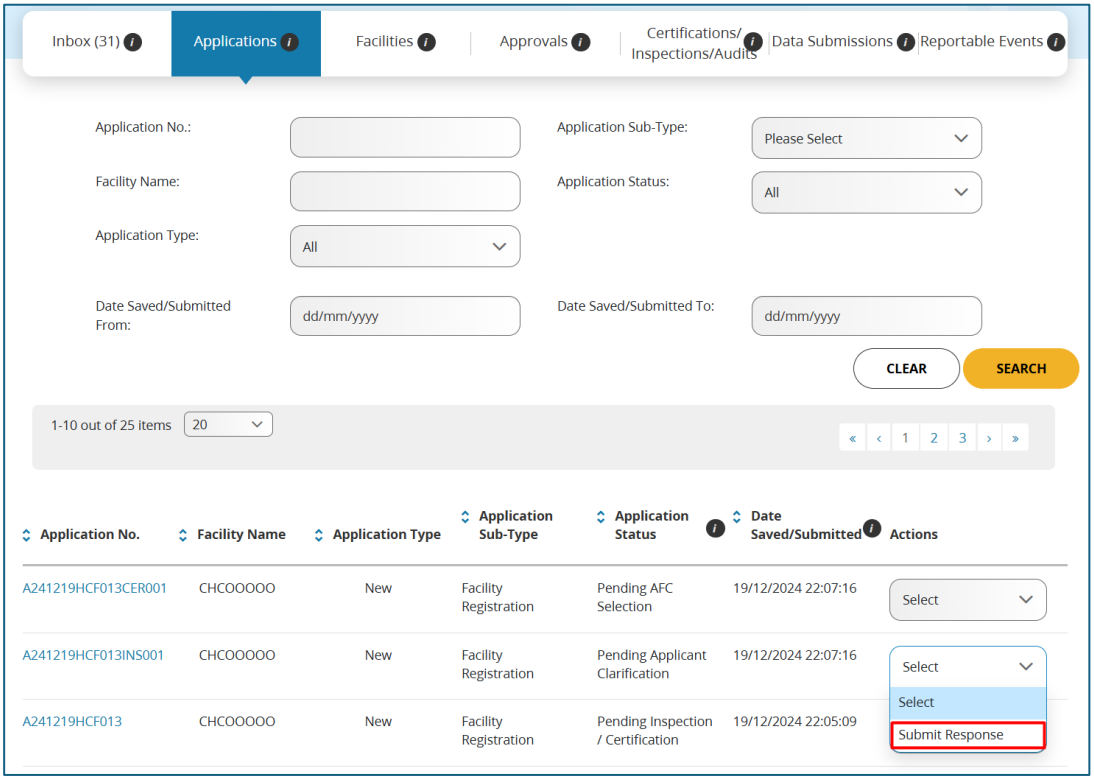
1. Facility receives a **notification** of the RFI with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



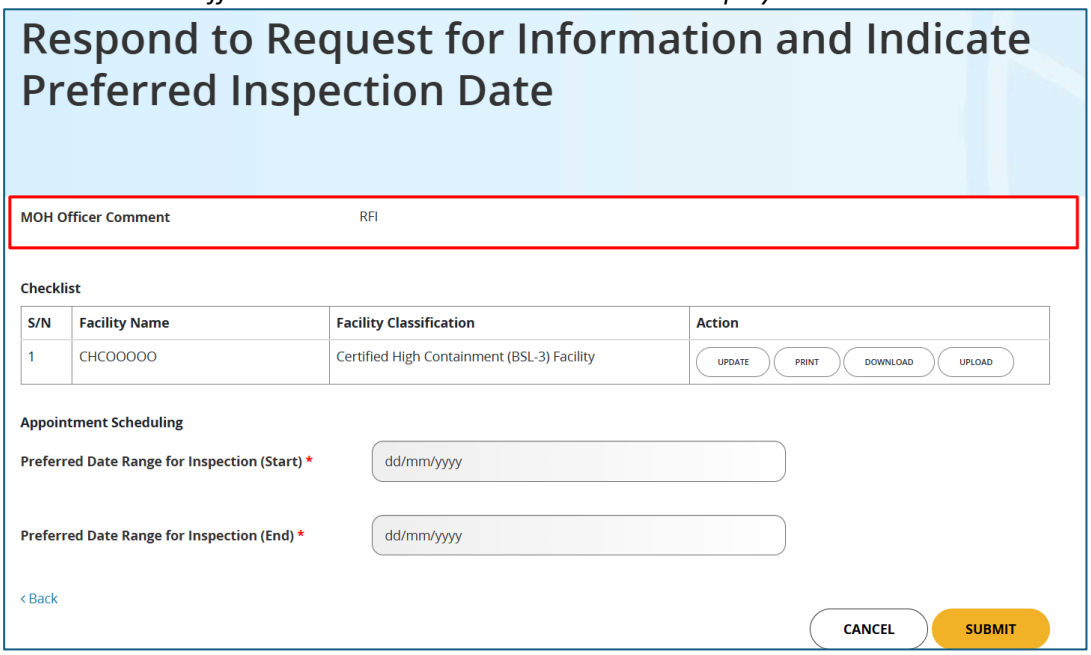
2. **Comments from MOH** related to the RFI will be indicated. Click the **here** hyperlink to submit the response to the RFI.



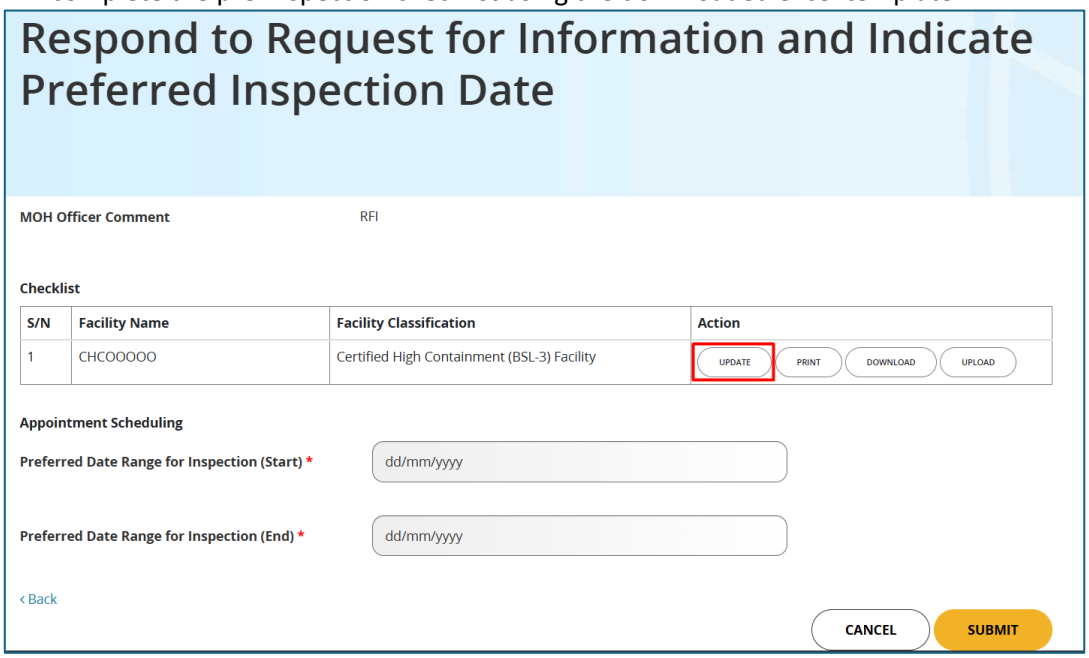
Alternatively, from the **Dashboard**, click the **Applications** tab. Select **Submit Response** from the **Actions** dropdown for the inspection task with status **Pending Applicant Clarification**.



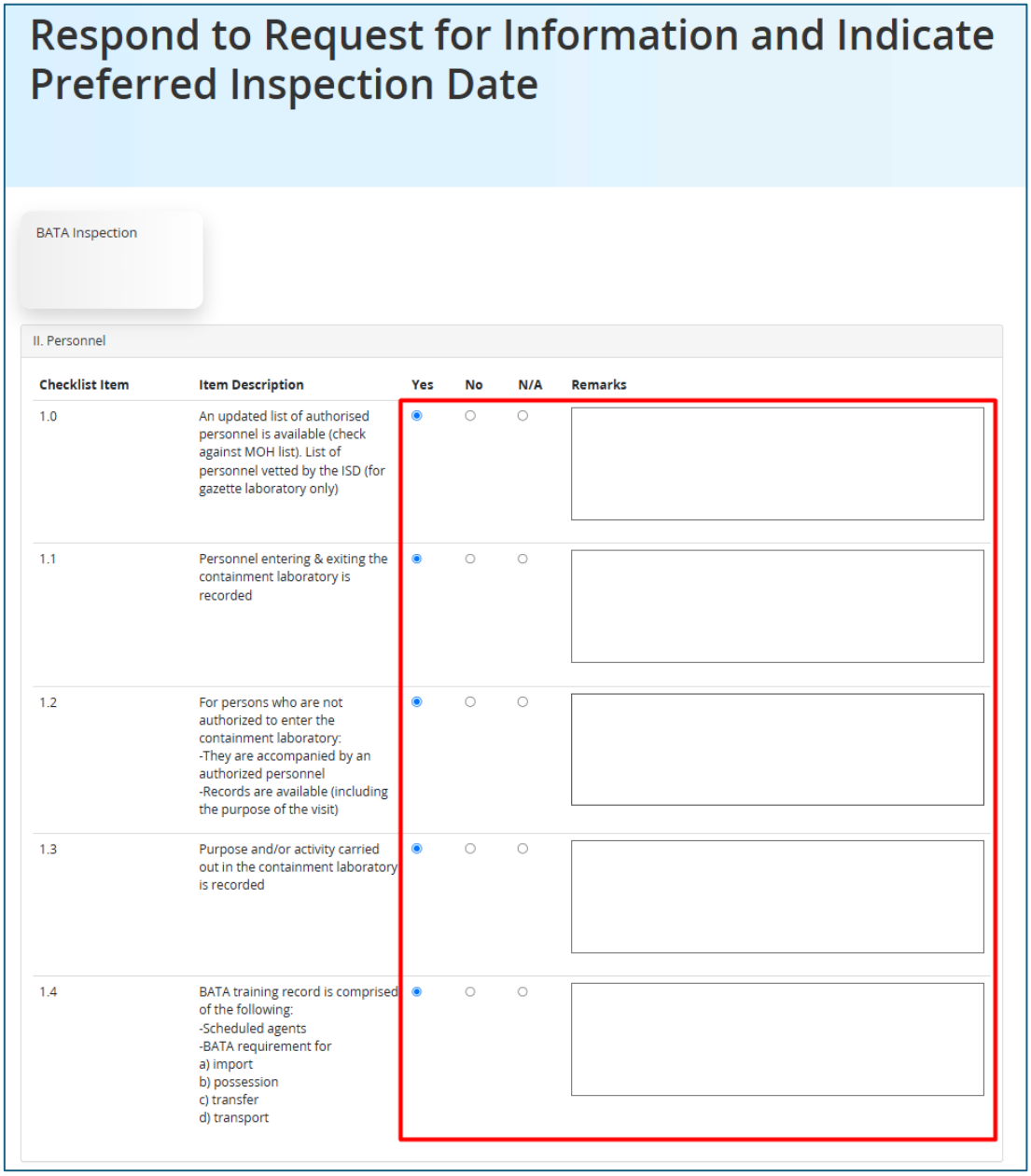
3. System will redirect to the **Respond to Request for Information and Indicate Preferred Inspection Date** page.
   Note: MOH Officer Comment related to the RFI is also displayed.

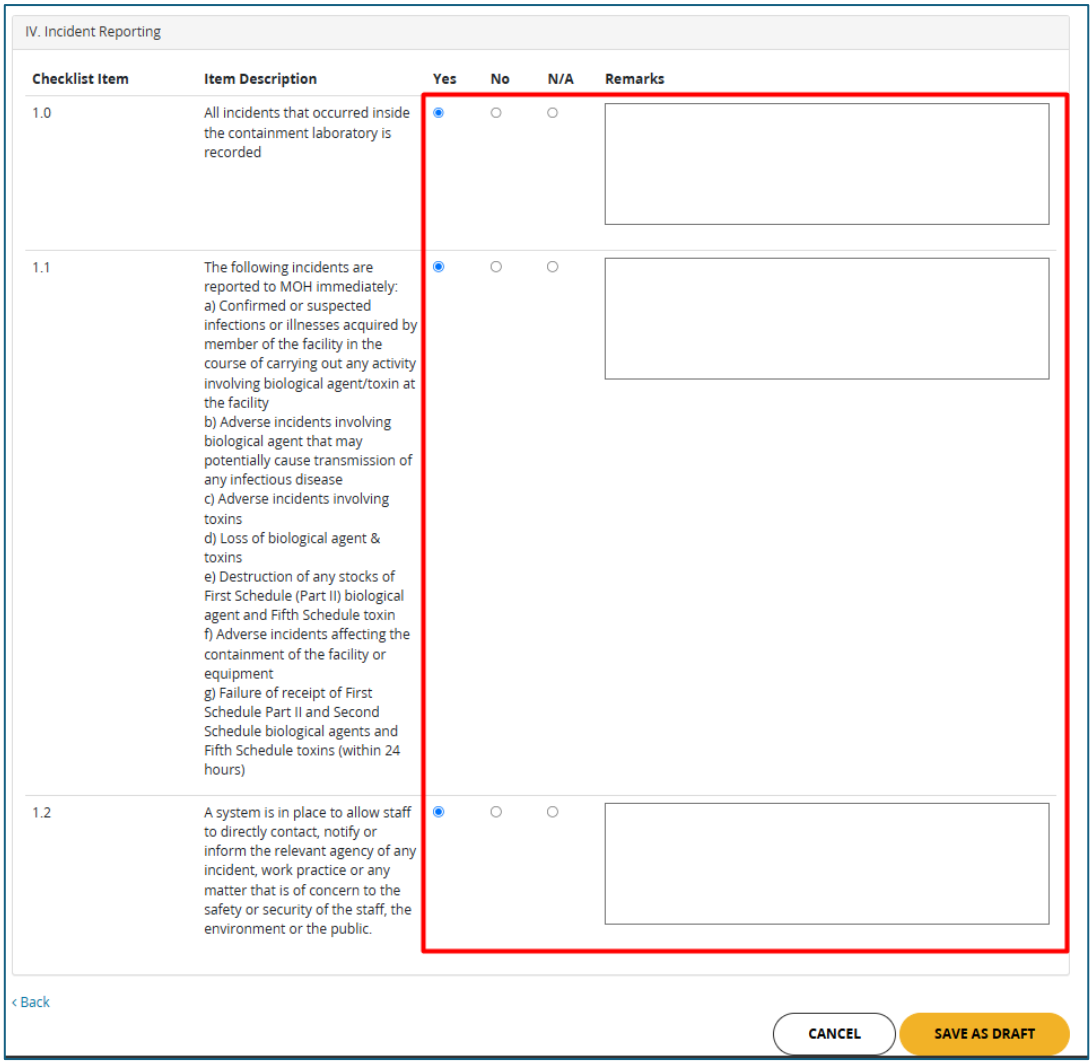


4. Click **UPDATE** to update the pre-inspection checklist using the on-screen form. Alternatively, proceed to step 7 for information on the use of the **Download** function to complete the pre-inspection checklist using the downloaded excel template.



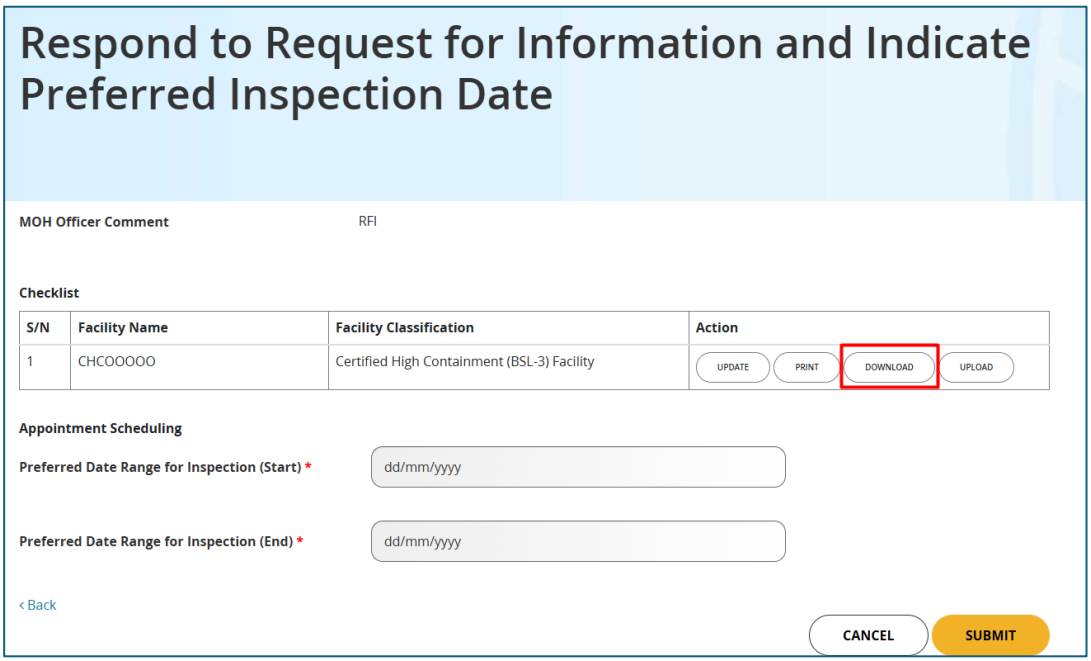
5. Select **Yes, No** or **N/A** to update the information for the required checklist item and/or edit the **Remarks** where applicable.



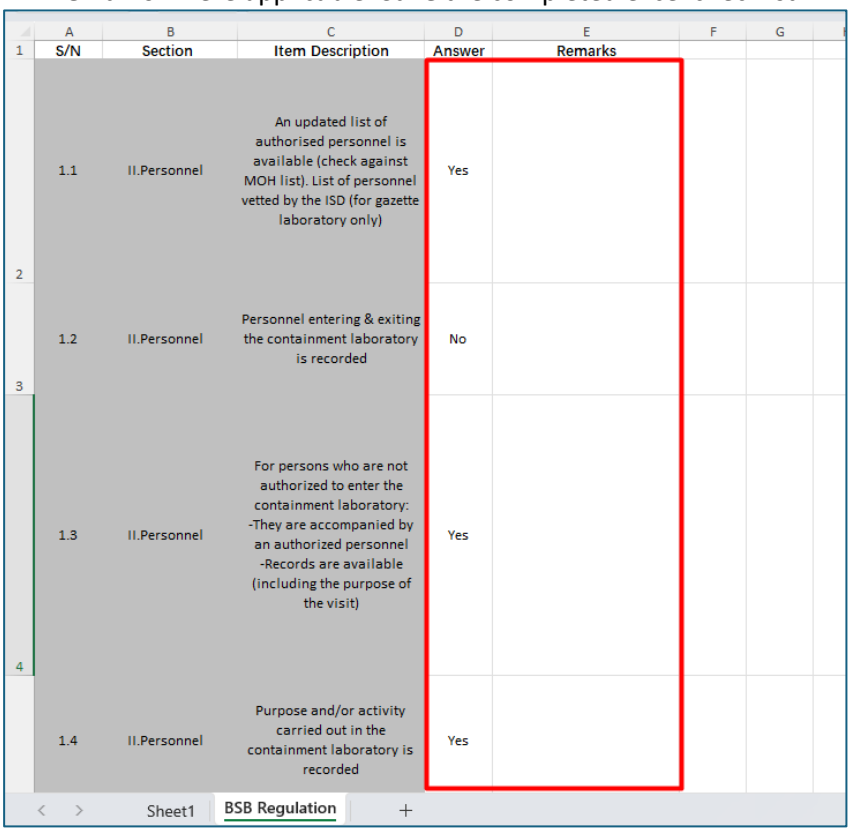


6. Click **SAVE AS DRAFT**, to save changes.

7. Alternatively, to edit the pre-inspection checklist using an excel template, click **DOWNLOAD.**



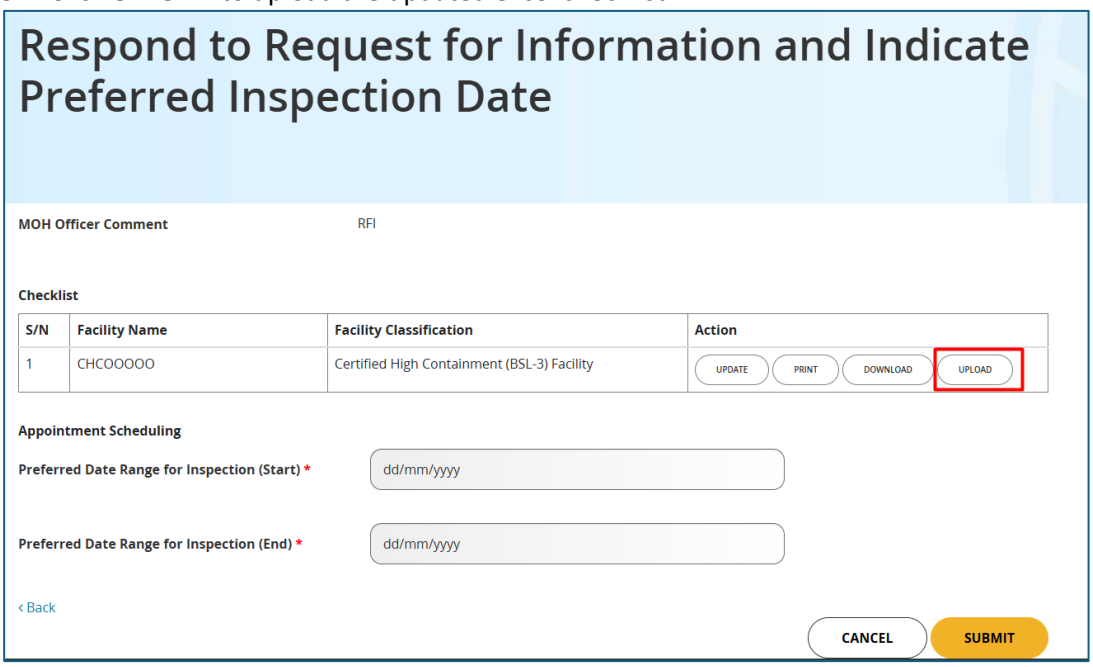
8. **Open** the downloaded checklist and edit the **Answer** for the checklist item and/or the **Remarks** where applicable**. Save** the completed excel checklist.



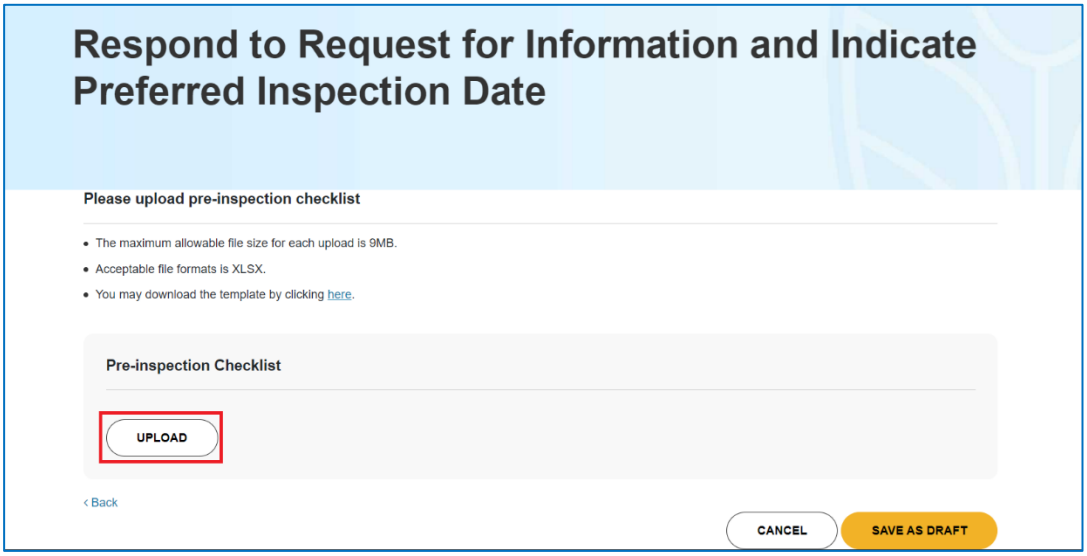
	A	B	C	D	E	F	G
1	S/N	Section	Item Description	Answer	Remarks		
2	1.1	II.Personnel	An updated list of authorised personnel is available (check against MOH list). List of personnel vetted by the ISD (for gazette laboratory only)	Yes			
3	1.2	II.Personnel	Personnel entering & exiting the containment laboratory is recorded	No			
4	1.3	II.Personnel	For persons who are not authorized to enter the containment laboratory: -They are accompanied by an authorized personnel -Records are available (including the purpose of the visit)	Yes			
	1.4	II.Personnel	Purpose and/or activity carried out in the containment laboratory is recorded	Yes			

Sheet1 BSB Regulation +

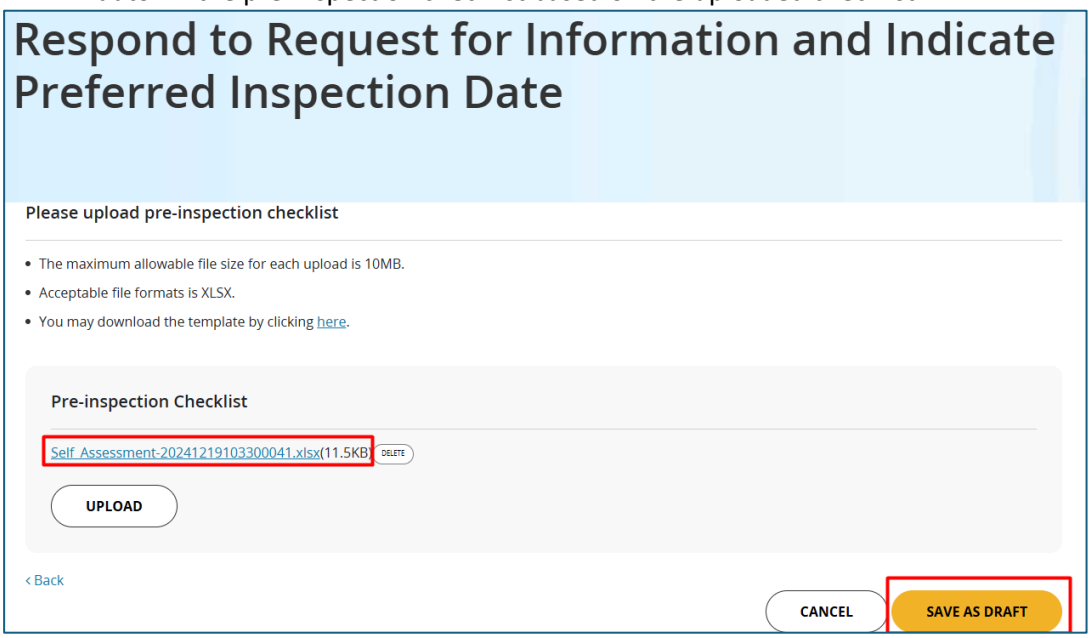
9. Click **UPLOAD** to upload the updated excel checklist.



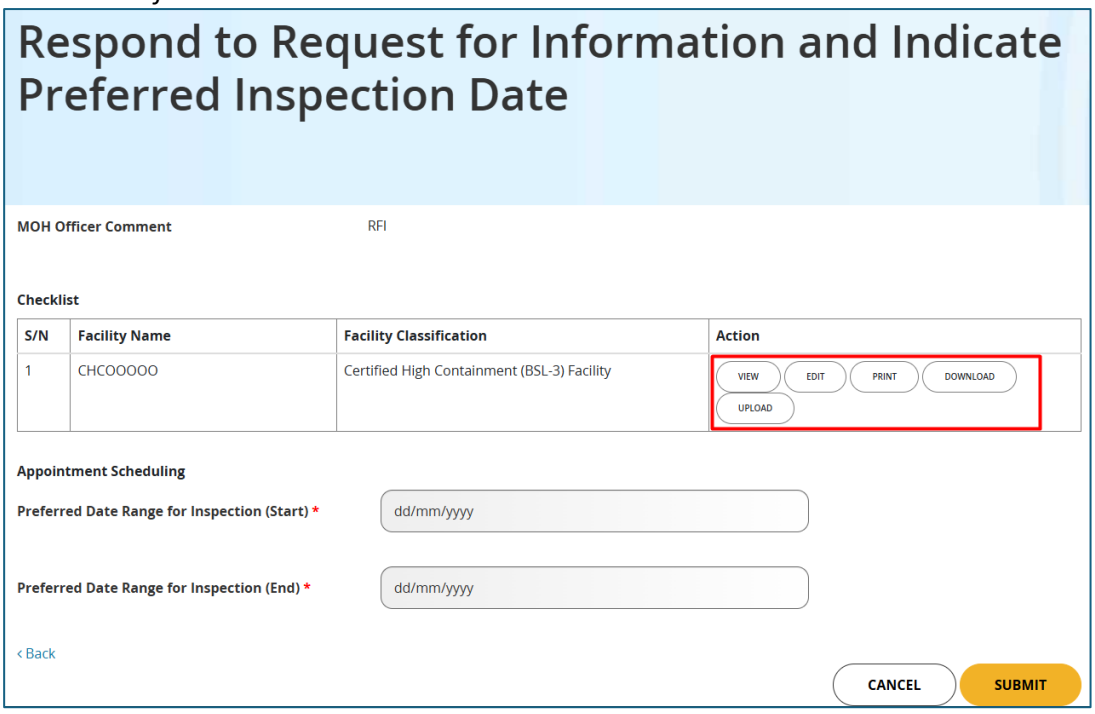
10. Click **UPLOAD** and select the updated excel checklist.



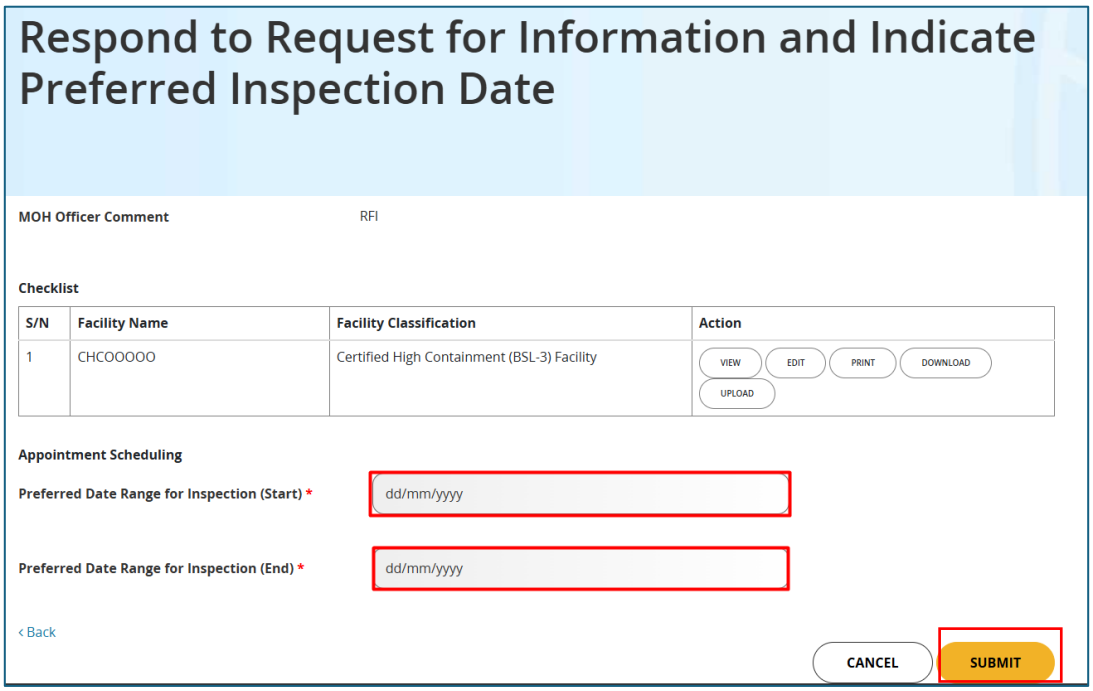
11. Click **SAVE AS DRAFT** to return to the **pre-inspection checklist submission** page. System will auto-fill the pre-inspection checklist based on the uploaded checklist.



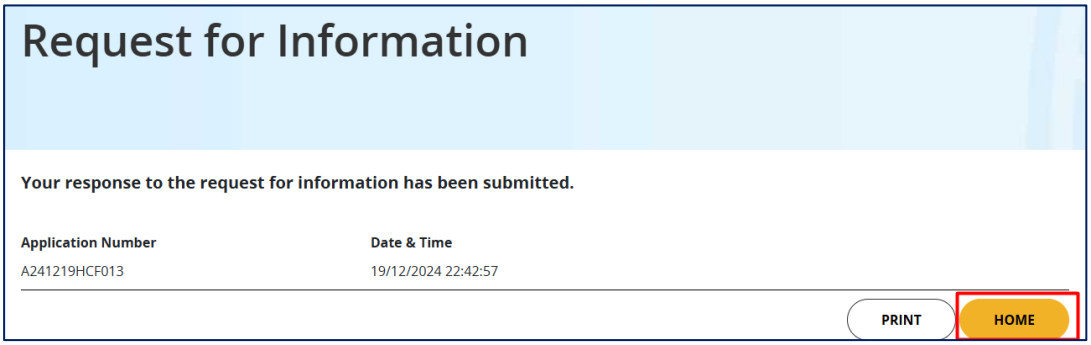
12. Click **VIEW** to review the updated checklist before submission. Click **EDIT** to make changes to the input in the checklist if applicable.
*Note: Click **PRINT** to print a copy of the checklist. Click **UPLOAD** to re-upload a new version of the checklist.*



13. Under **Appointment Schedule, select** the **Preferred Date Range for Inspection**. Click **SUBMIT**.



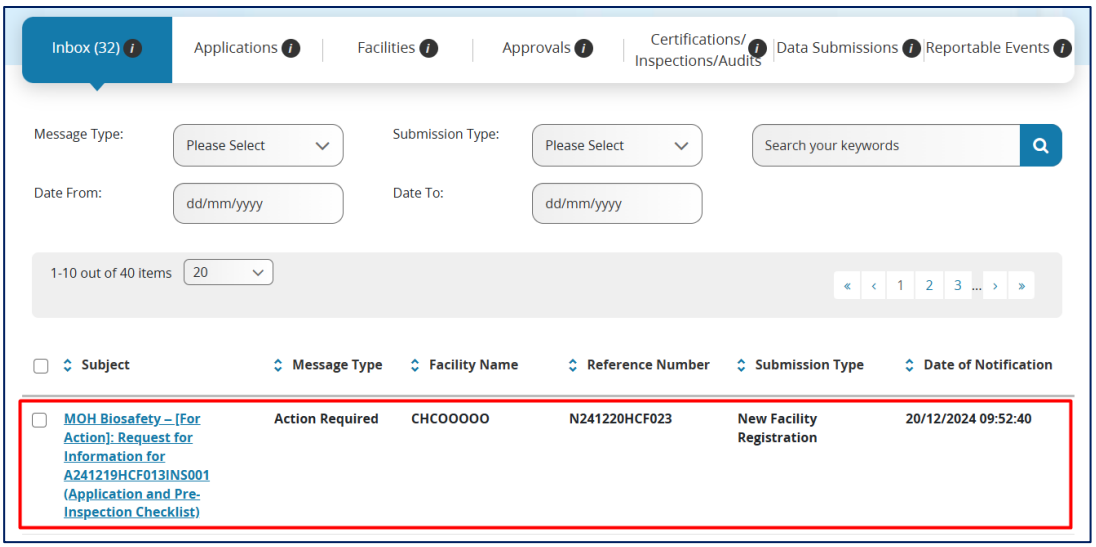
14. Upon successful submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard**.



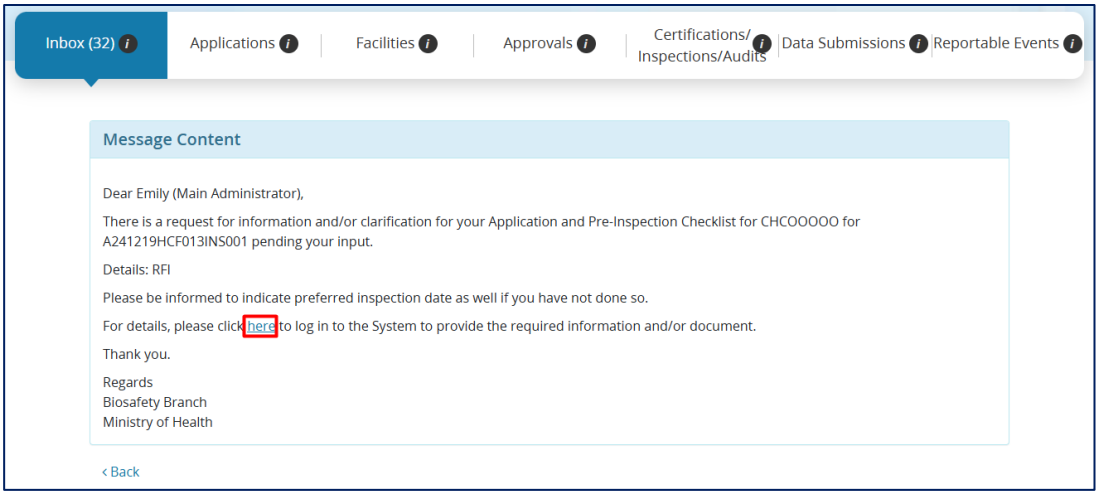
1.2.2. Submit Response to Request for Information for two related items/tasks e.g. both the pre-inspection checklist and the application

This section describes the steps to submit a response when MOH has triggered the request for information (RFI) concurrently for two related items/tasks e.g. RFI for the main (facility) application and the pre-inspection checklist. When RFI has been triggered for two items/tasks, the response to both RFI will be consolidated for submission to MOH. Refer to MOH HALP Internet - Facility User Guide Part 2.2 Section 5.1 for the steps to submit a response to the RFI for a single item/task.

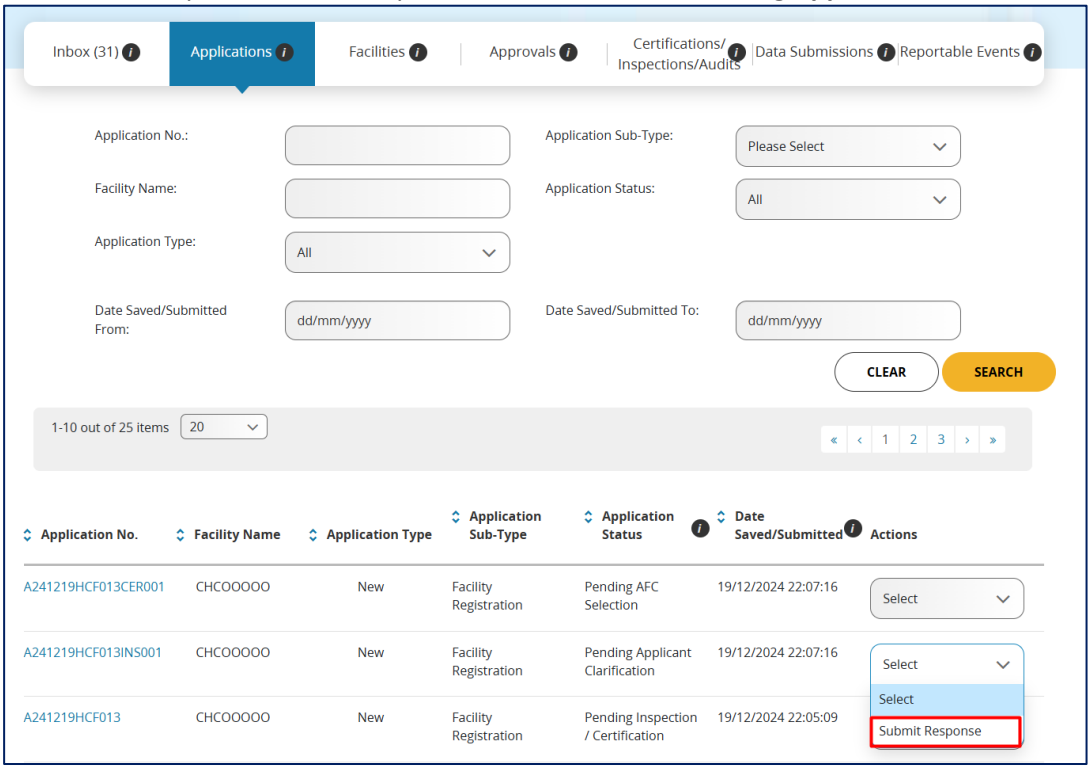
1. Facility receives a **notification** of the RFI with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



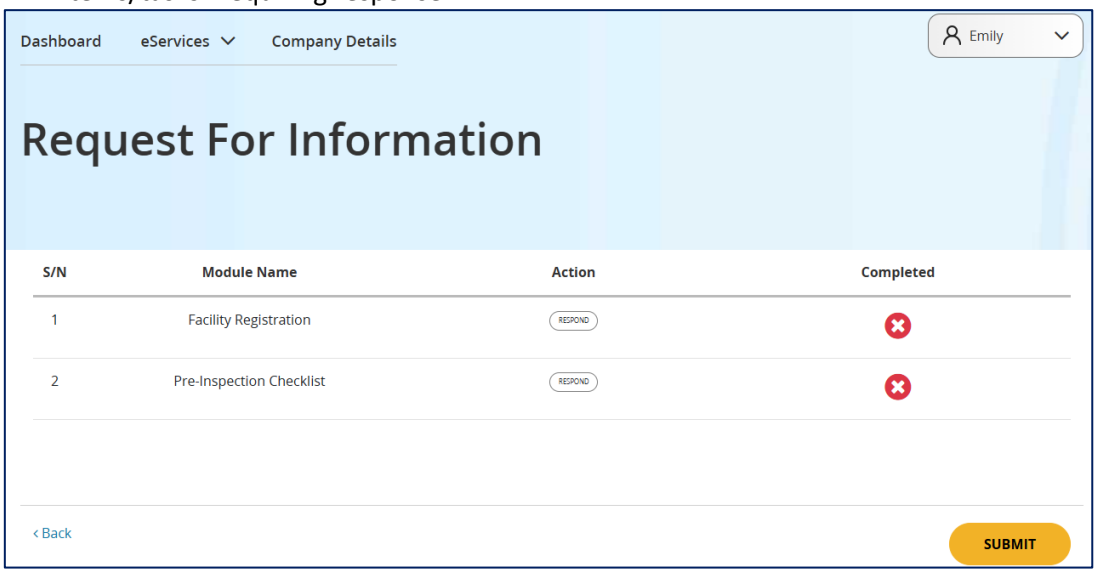
2. **Comments from MOH** related to the RFI will be indicated. Click the "**here" hyperlink** to submit the response to the RFI.



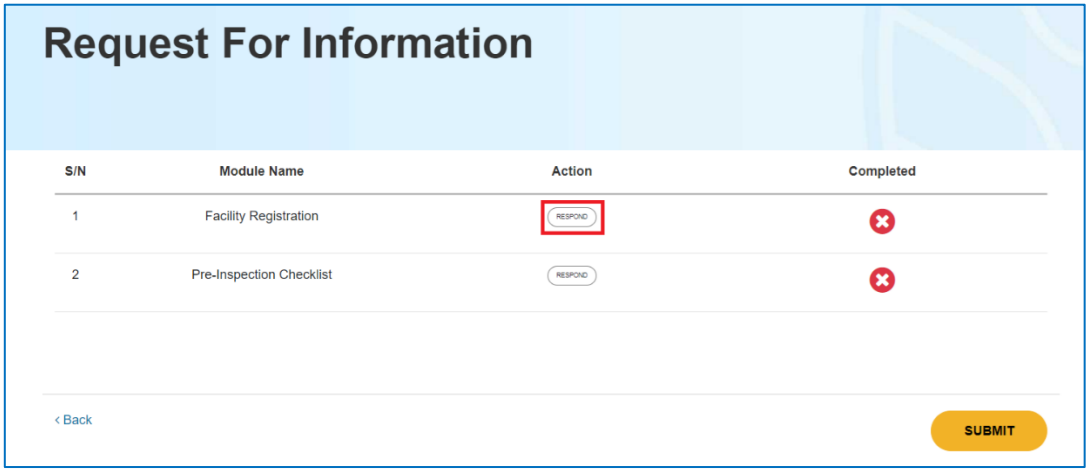
Alternatively, from the **Dashboard,** click the **Applications** tab. Select **Submit Response** from the **Actions** dropdown for the inspection task with status **Pending Applicant Clarification**.



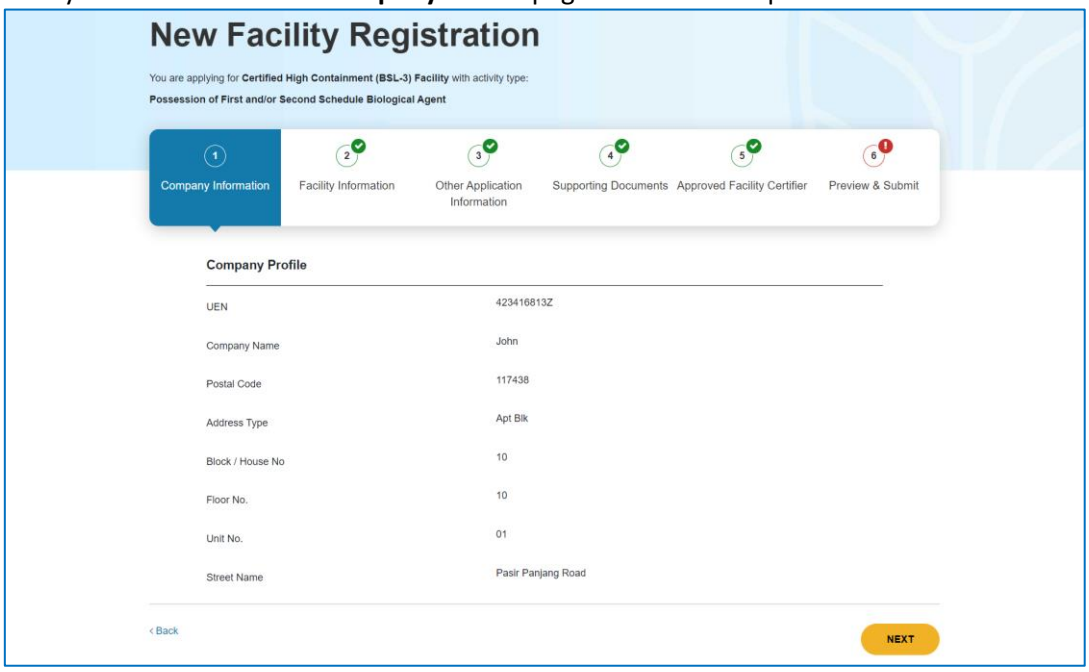
3. System will redirect to the **Request For Information** page and display the list of "items/tasks" requiring response.



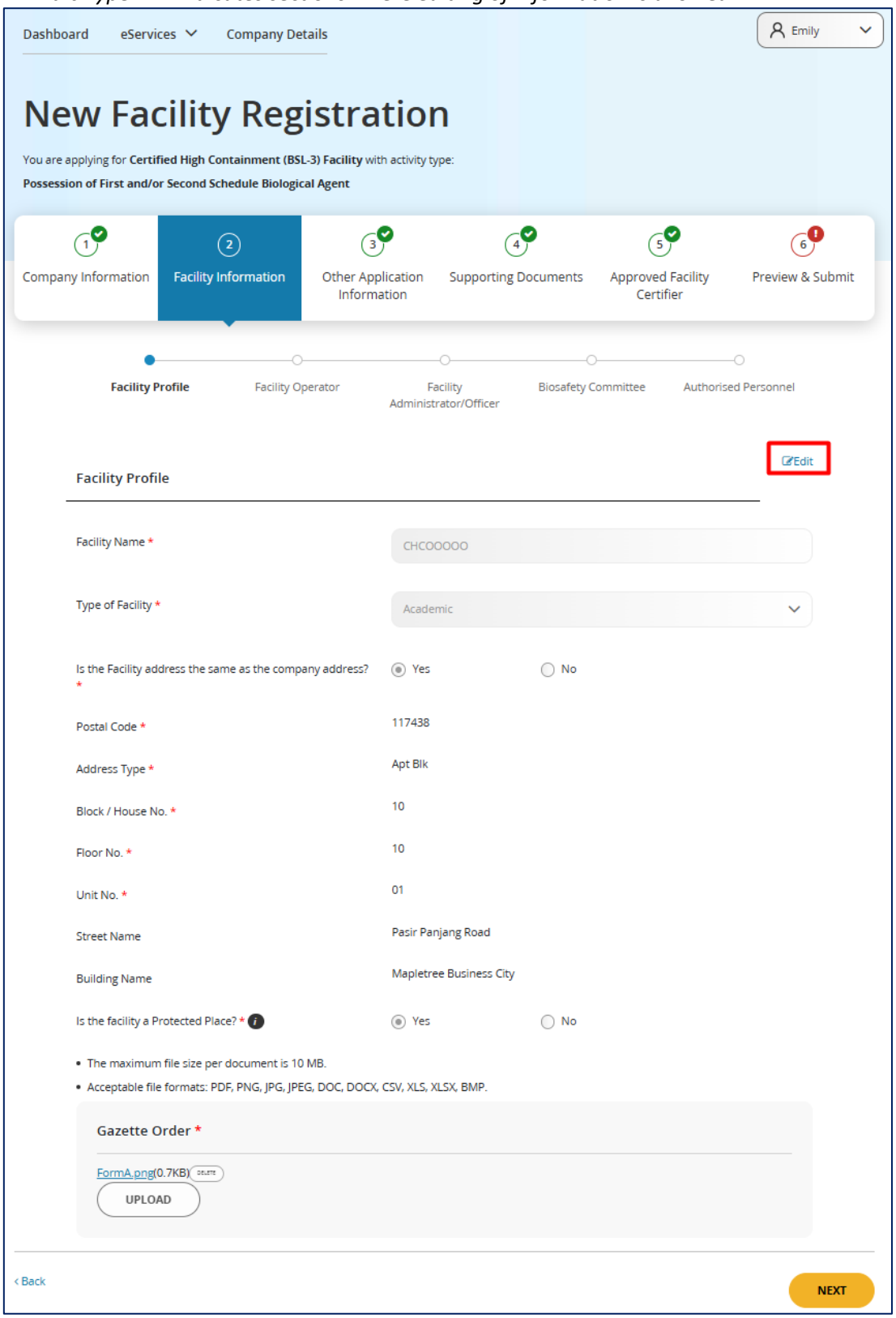
4. Click **RESPOND** for the first item (**Facility Registration**) to provide the required information.



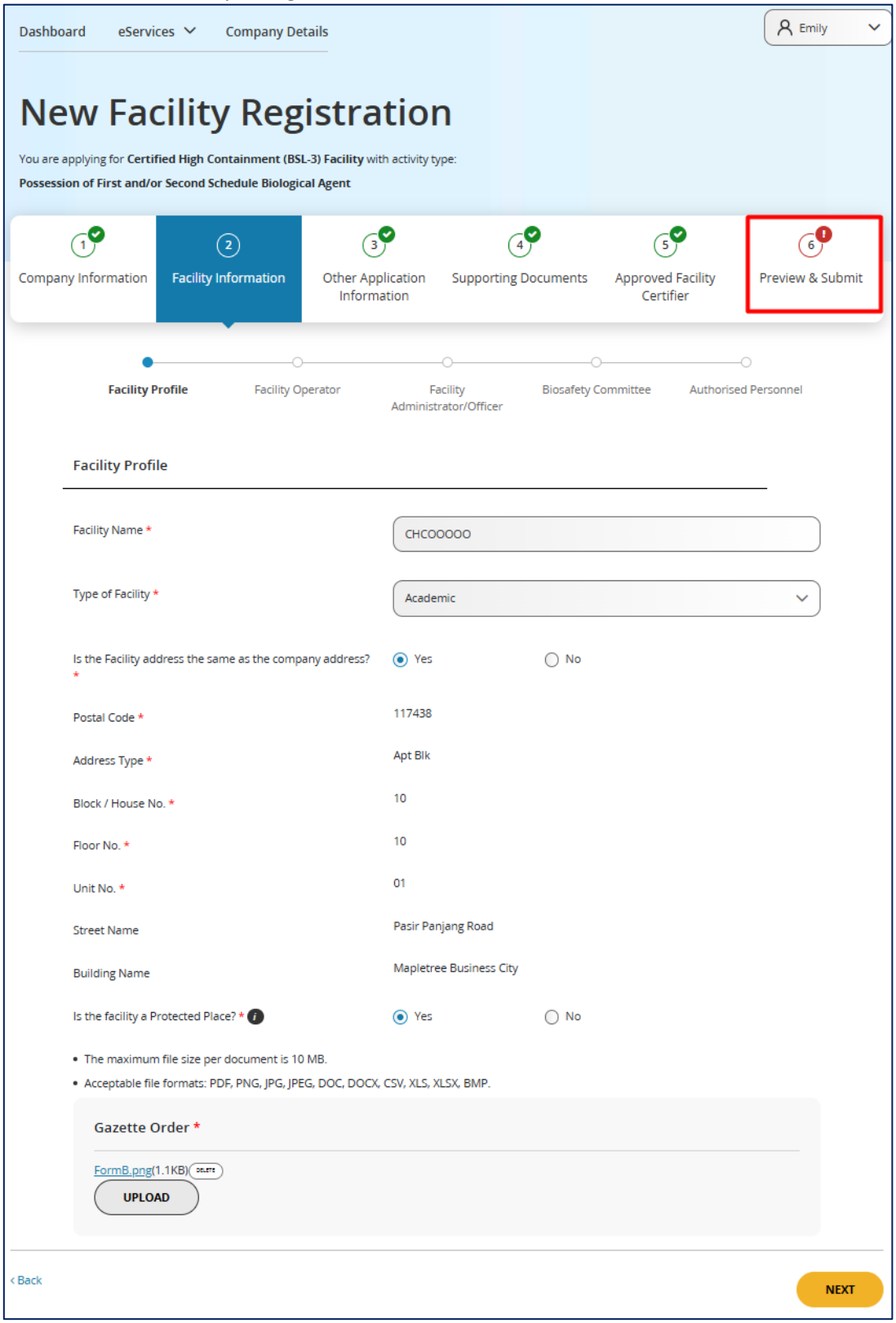
5. System will redirect to **Company Profile** page. Click **NEXT** to proceed.



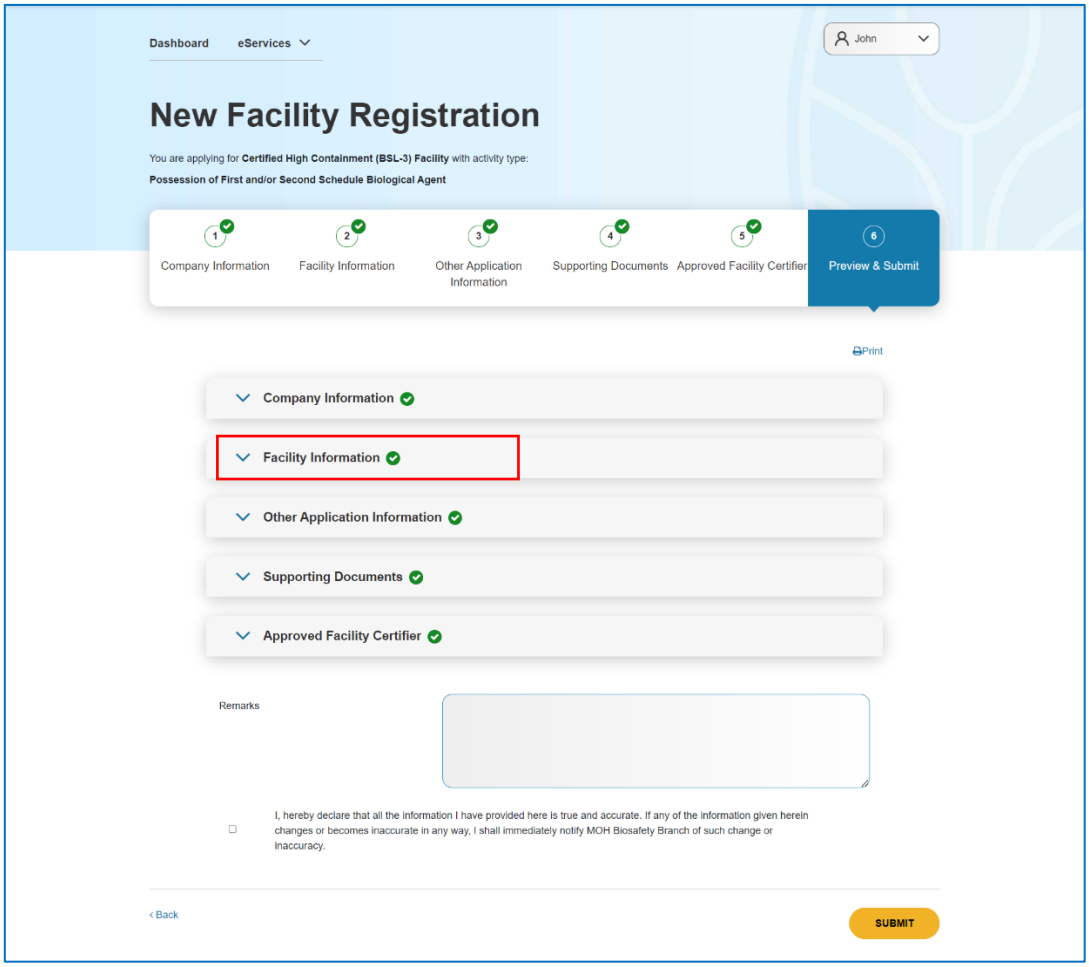
6. Click **EDIT** to enable editing of information on the page. Click **DELETE** to remove an existing file, if applicable. Click **UPLOAD** to upload a document. Click the **file name hyperlink** to download the document.
   *Note: The editing of the information may be restricted to specific sections during **RFI**. The **Edit** hyperlink indicates sections where editing of information is allowed.*



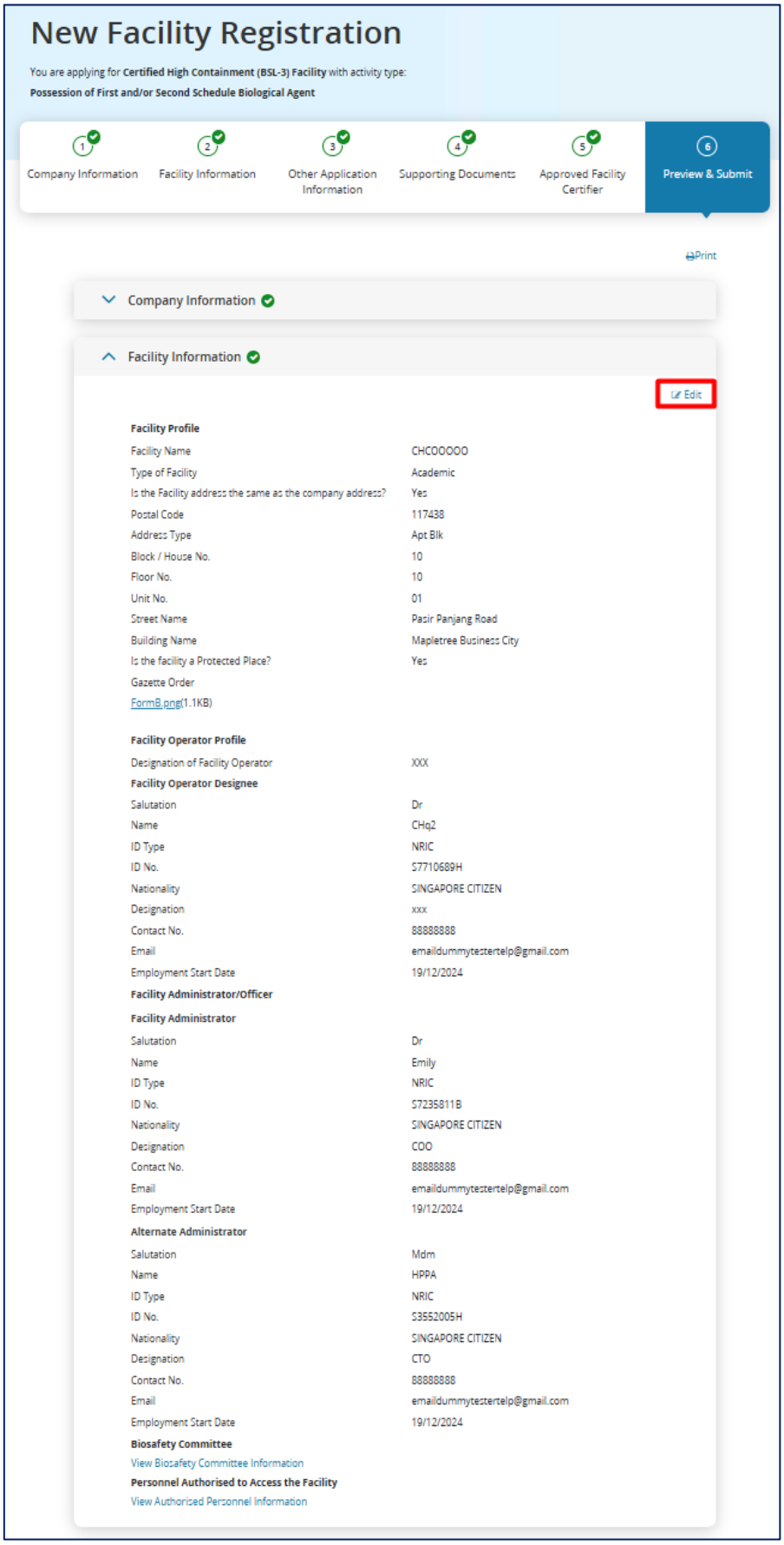
7. Click **NEXT** until **the Preview & Submit page** or click the **Preview & Submit** tab direct when the necessary changes have been made.

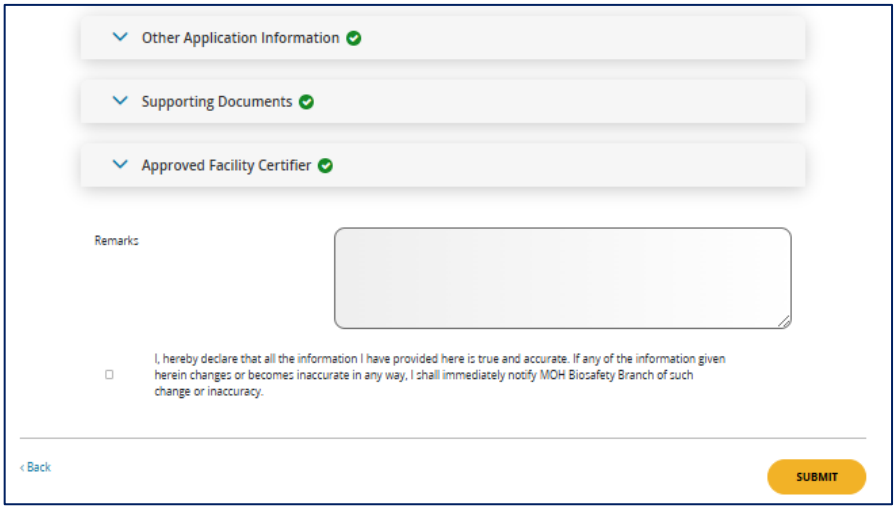


8. In the **Preview & Submit** page, click **Facility Information** to expand the section.

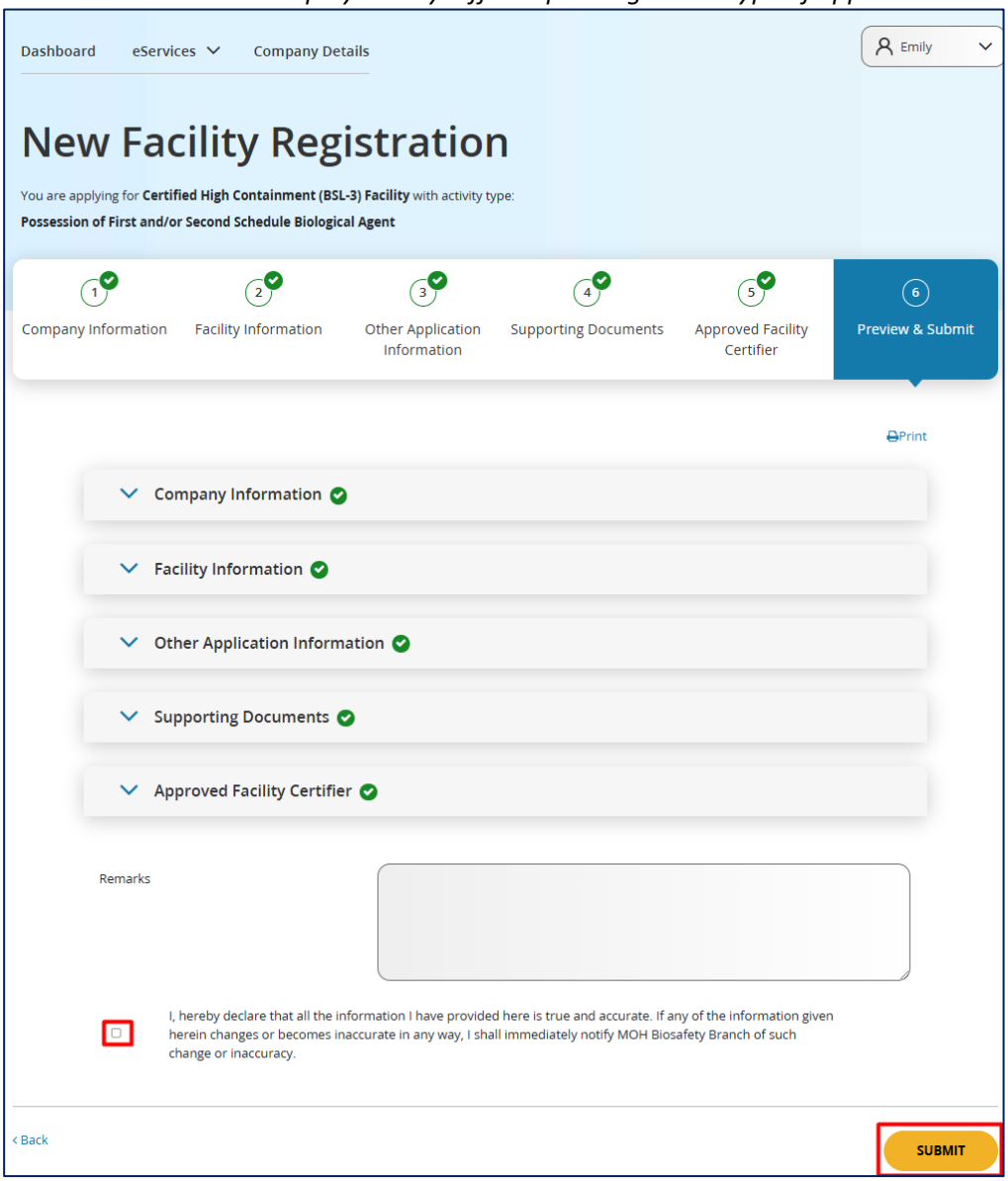


9. Verify that the changes made. Click **Edit** to return to the section, if needed.

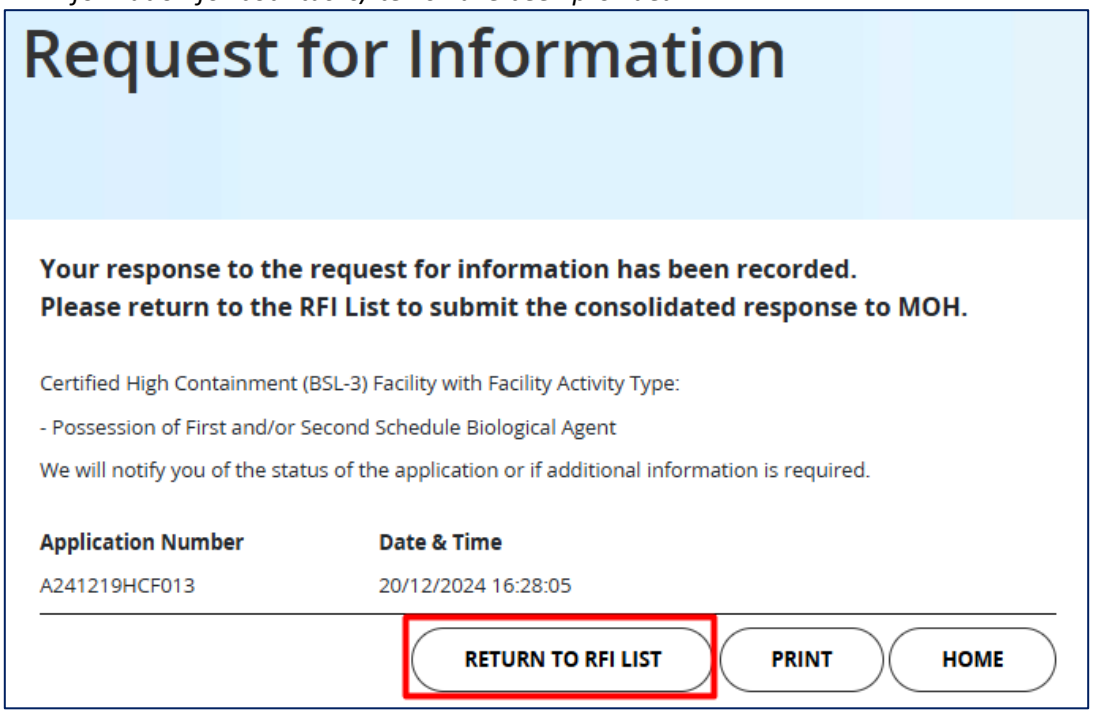




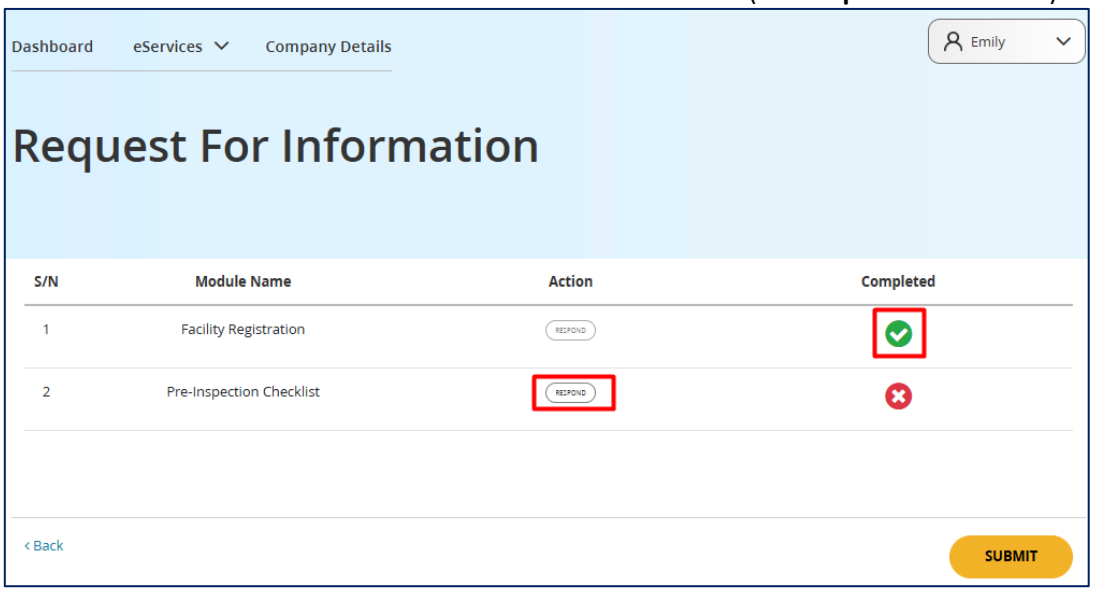
10. **Mark** the **checkbox** for the **declaration.** Enter **Remarks**, if applicable. Click **SUBMIT**.
Note: Declarations displayed may differ depending on the type of application submitted.



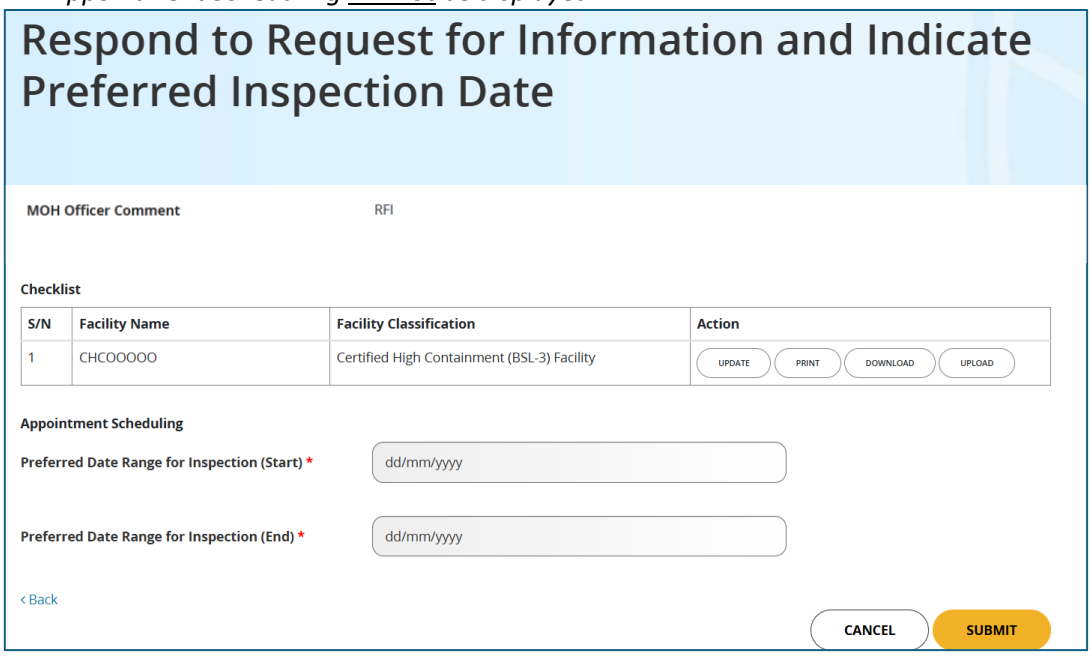
11. An **Acknowledgement** message will be displayed. Click **RETURN TO RFI LIST** to return to the **RFI page to provide response to the remaining item/task.**
Note: The consolidated response to RFI will only be submitted to MOH after the required information for both tasks/items have been provided.



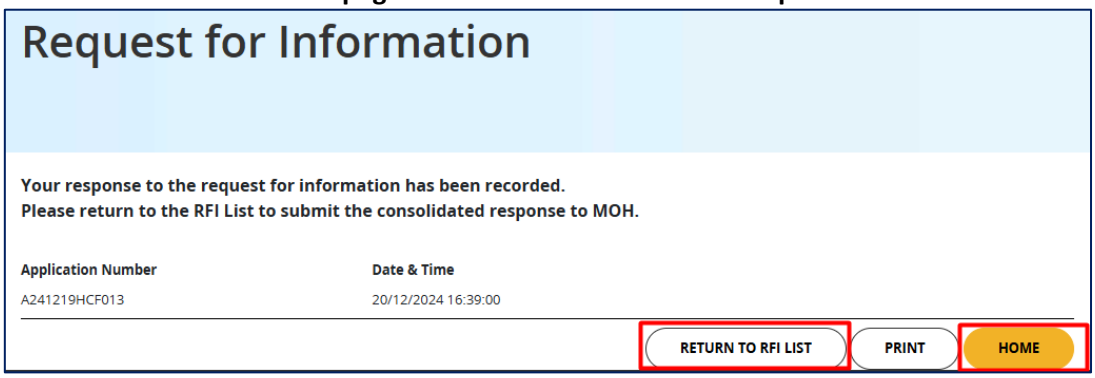
12. A green tick is displayed under **Completed** to indicate that the response has been recorded for the item. Click **RESPOND** for the second item (**Pre-Inspection Checklist**).



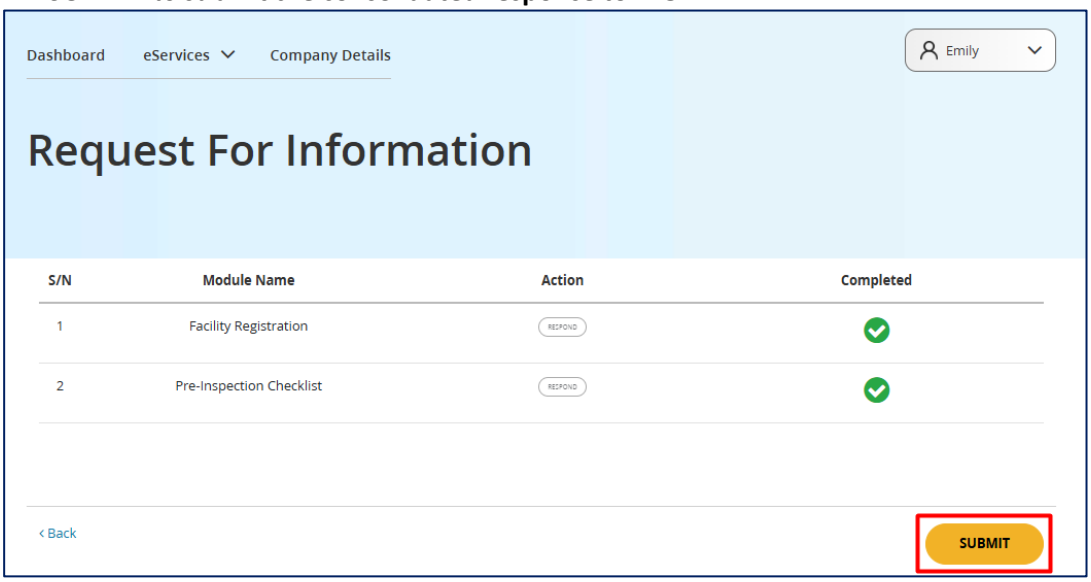
13. System will redirect to the **Respond to Request for Information and Indicate Preferred Inspection Date** page, if the preferred inspection date has yet to be indicated. Refer to MOH HALP Internet - Facility User Guide Part 3 Section 1.2.1 steps 3 to 13 for the steps to complete this section continuing with step 14 below.
Note: If the preferred Inspection date range has been submitted, the fields under Appointment Scheduling will not be displayed.



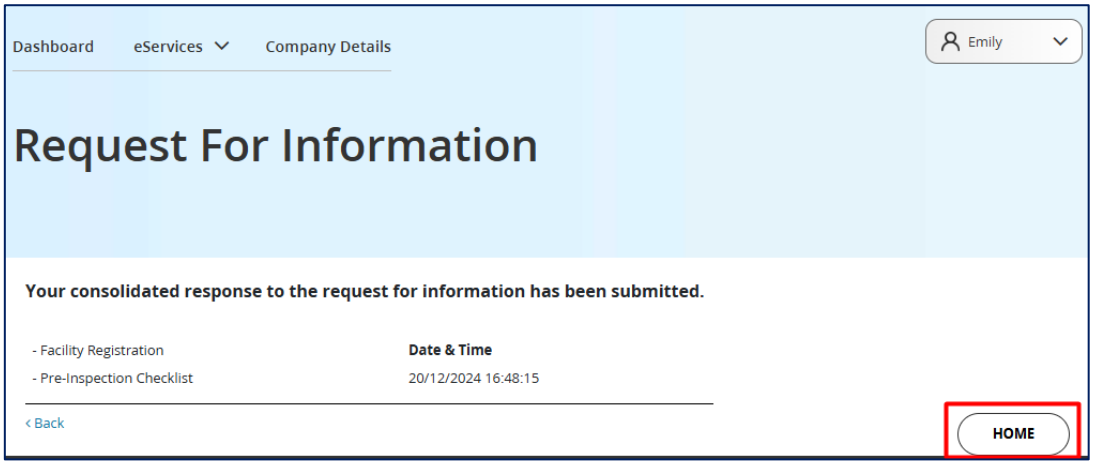
14. Upon submission, an **Acknowledgement** message will be displayed. Click **RETURN TO RFI LIST** to return to the **RFI page to submit the consolidated response to MOH**.



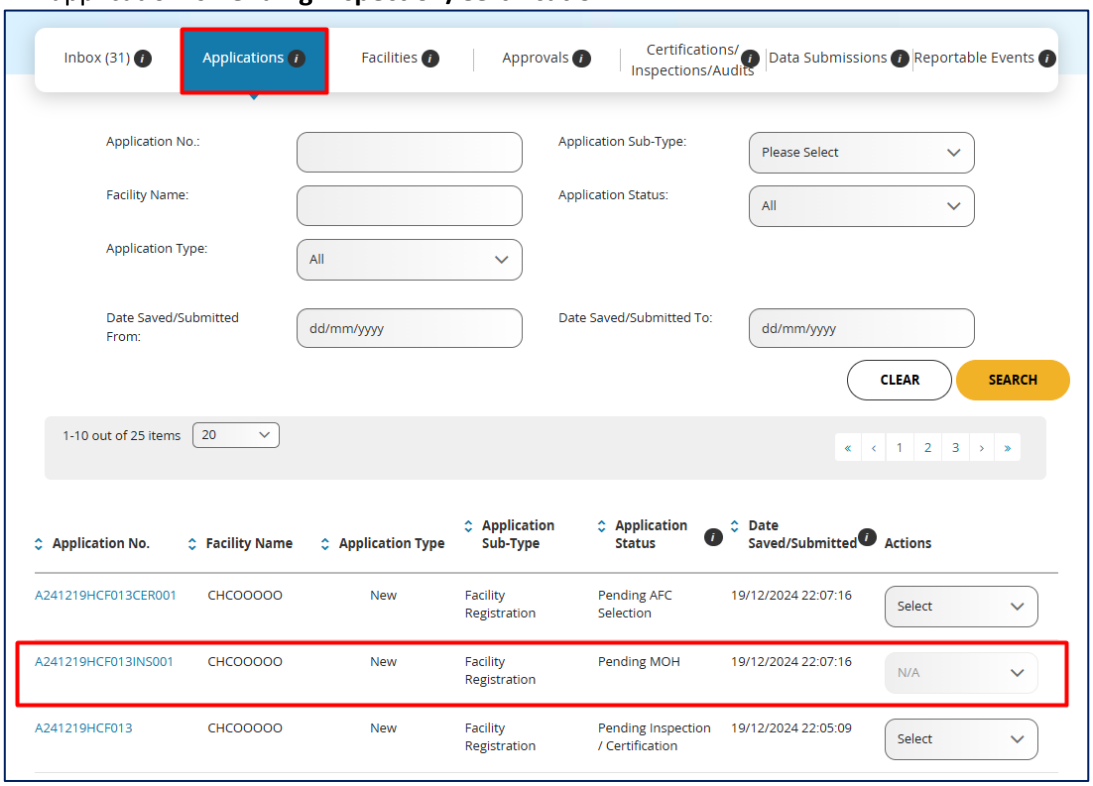
15. Green ticks will be displayed under **Completed** for both items (Facility Registration and Pre-inspection Checklist) when the responses to both RFI have been recorded. Click **SUBMIT** to **submit the consolidated response to MOH.**



16. Upon successful submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard.**



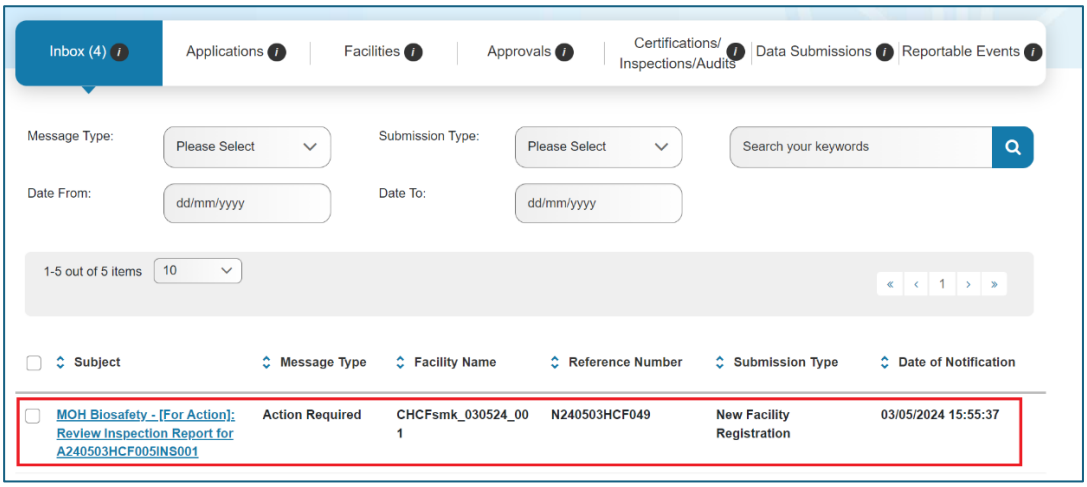
17. From the **Dashboard**, click the **Applications** tab, verify that the **Application status** for the inspection task is **Pending MOH.** The **Application status** for the facility-related application is **Pending Inspection/Certification**.



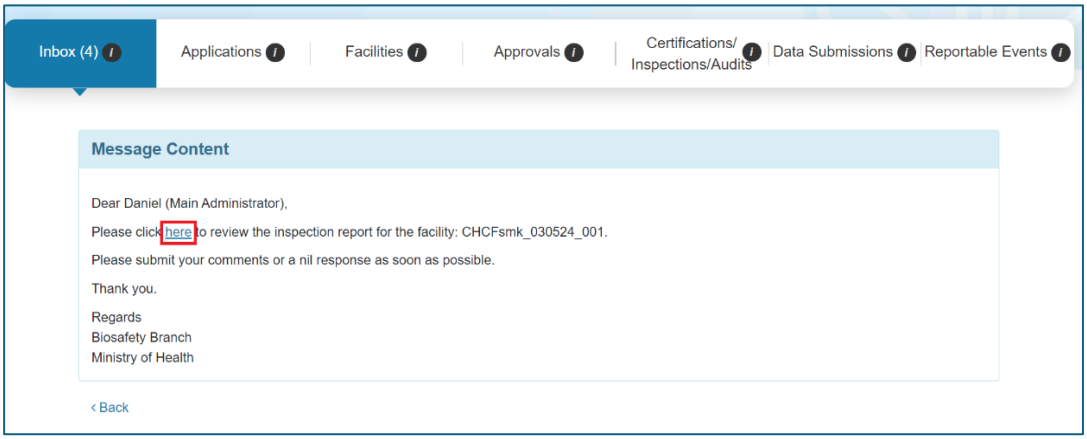
1.3. Stage 3: Submit Response after Review of Draft Inspection Report

This section describes the steps to submit a response after reviewing the draft inspection report following inspection by MOH. The focus of the review is to ensure the accuracy and completeness of the information captured. The details related to actions taken by the facility to address non-compliances and other findings are to be submitted in Stage 4 (refer to MOH HALP Internet - Facility User Guide Part 3 Section 1.4) and Stage 5 (refer to MOH HALP Internet - Facility User Guide Part 3 Section 1.5) respectively.

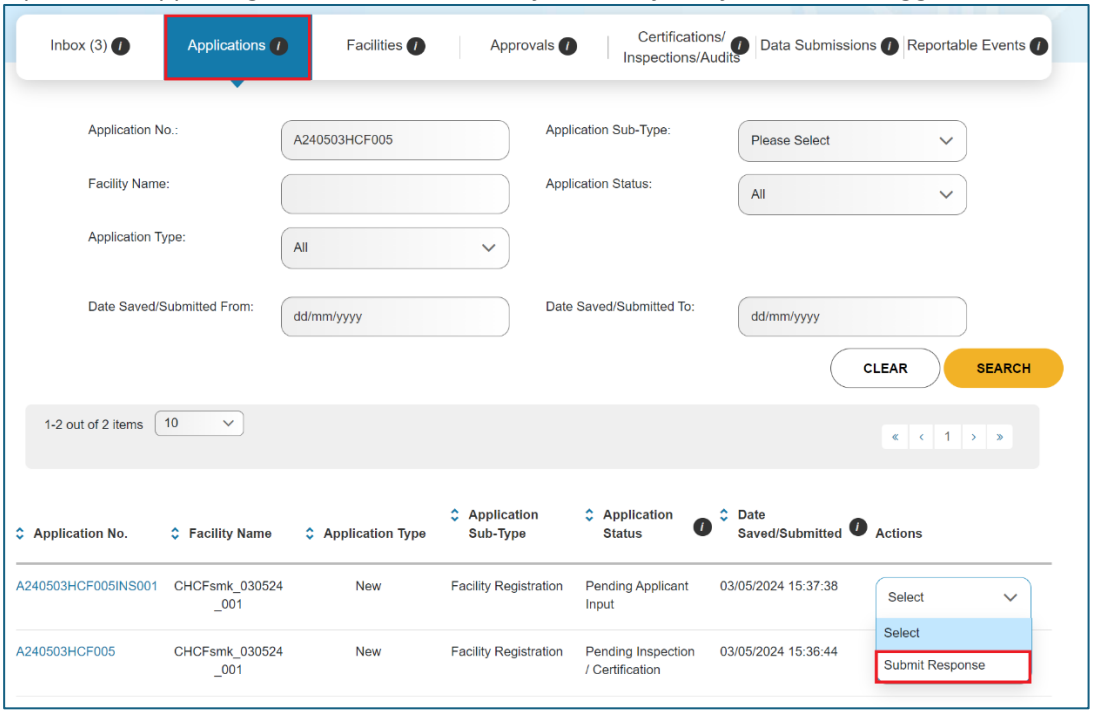
1. The facility receives a **notification** to **review the (draft) Inspection Report** with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



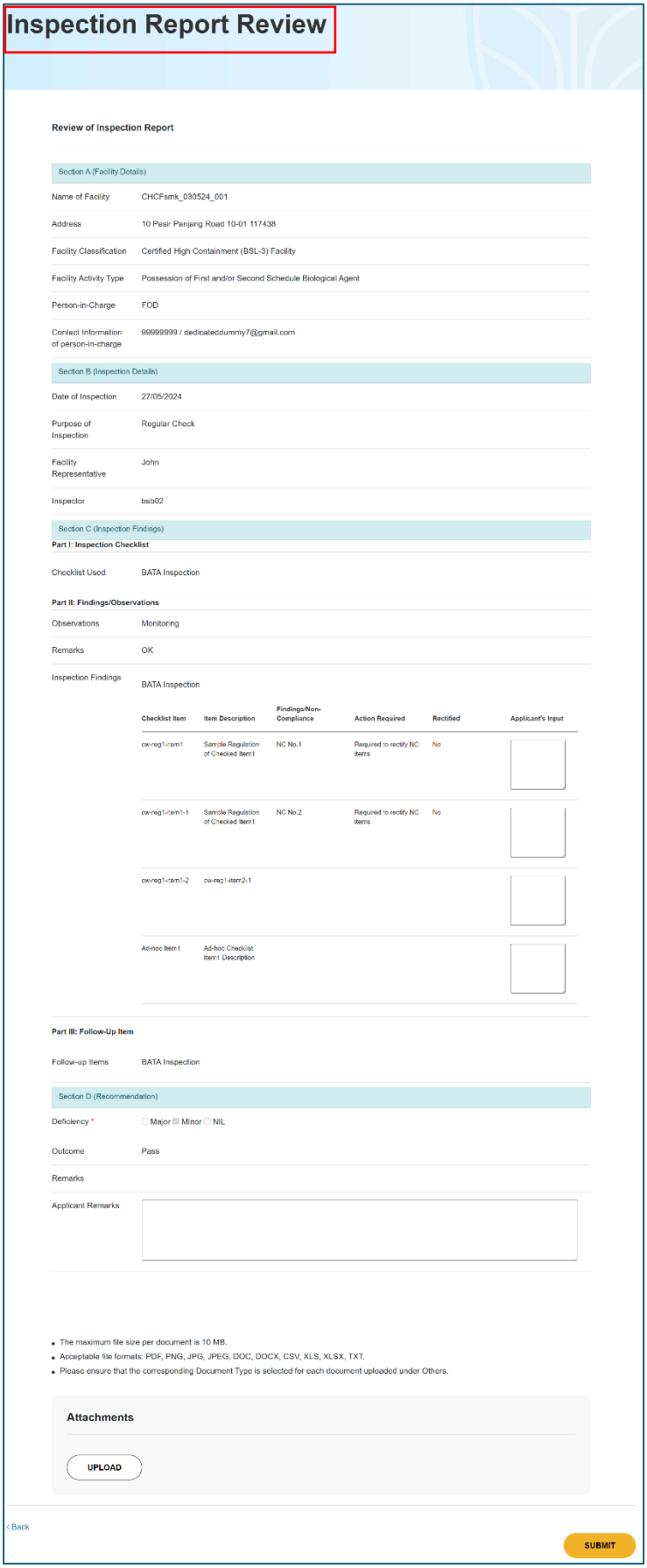
2. The message content will be displayed. Click the **here** hyperlink to review the draft inspection report.



Alternatively, click the **Applications** tab, select **Submit Response** from the **Actions** dropdown for the inspection task with status **Pending Applicant Input**.
Note: The Application Status for the original application will remain as "Pending Inspection/Certification" until (a) all non-compliances found during the inspection have been addressed and approved by MOH, if inspection was triggered and (2) the AFC certification report and supporting documents have been finalised, if certification was triggered.



3. System will redirect to the **Inspection Report Review** page.



Inspection Report Review

Review of Inspection Report

Section A (Facility Details)

Name of Facility	CHCFsmk_030524_001
Address	10 Pasir Panjang Road 10-01 117438
Facility Classification	Certified High Containment (BSL-3) Facility
Facility Activity Type	Possession of First and/or Second Schedule Biological Agent
Person-in-Charge	FOD
Contact Information of person-in-charge	99999999 / dedicateddummy7@gmail.com

Section B (Inspection Details)

Date of Inspection	27/05/2024
Purpose of Inspection	Regular Check
Facility Representative	John
Inspector	bsb02

Section C (Inspection Findings)

Part I: Inspection Checklist

Checklist Used	BATA Inspection

Part II: Findings/Observations

Observations	Monitoring
Remarks	OK
Inspection Findings	BATA Inspection

Checklist Item	Item Description	Findings/Non-Compliance	Action Required	Rectified	Applicant's Input
cw-reg1-item1	Sample Regulation of Checked Item1	NC No.1	Required to rectify NC items	No	
cw-reg1-item1-1	Sample Regulation of Checked Item1	NC No.2	Required to rectify NC items	No	
cw-reg1-item1-2	cw-reg1-item2-1				
Ad-hoc Item1	Ad-hoc Checklist Item1 Description				

Part III: Follow-Up Item

Follow-up Items	BATA Inspection

Section D (Recommendation)

Deficiency *	Major Minor NIL
Outcome	Pass
Remarks	
Applicant Remarks	

- The maximum file size per document is 10 MB.
- Acceptable file formats: PDF, PNG, JPG, JPEG, DOC, DOCX, CSV, XLS, XLSX, TXT.
- Please ensure that the corresponding Document Type is selected for each document uploaded under Others.

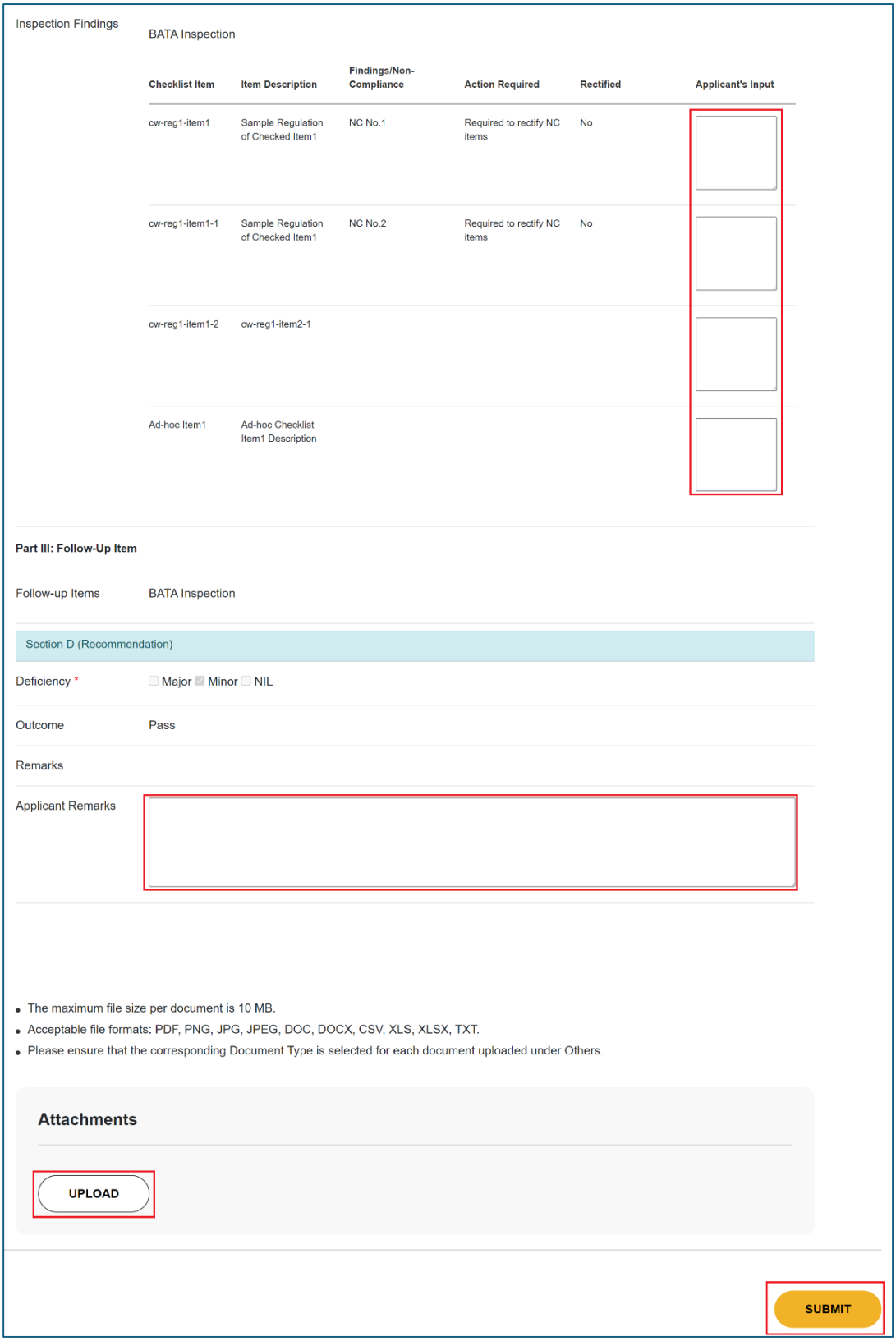
Attachments

UPLOAD

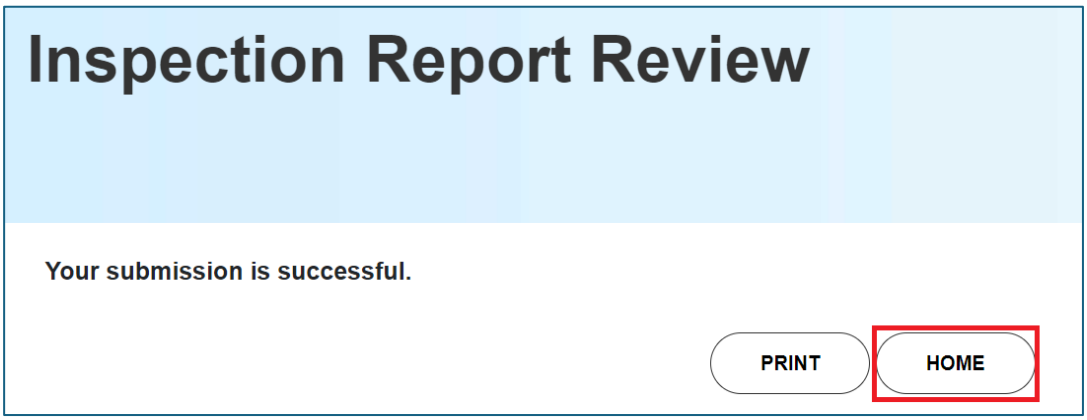
‹ Back

SUBMIT

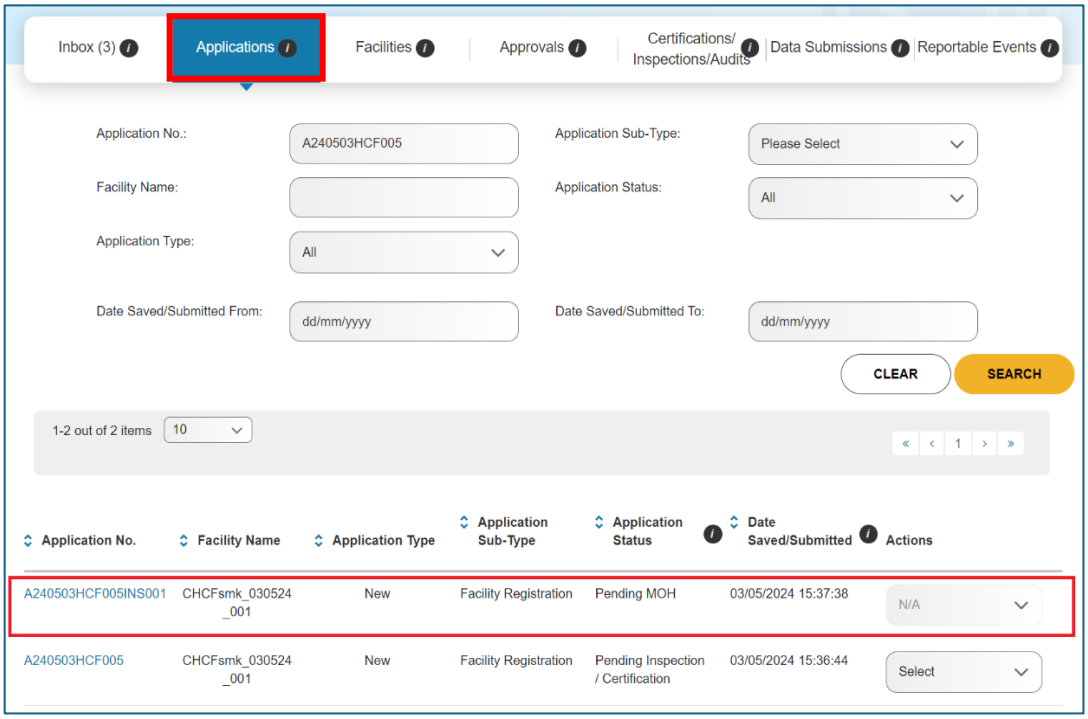
4. **Enter** comments, if any, to specific checklist items in the **Applicant's Input** field. **Enter** comments, if any, for the rest of the report in the **Applicant Remarks** field. **Click UPLOAD** to upload documents, if applicable**. Click SUBMIT** to submit the response upon completion of the review.



5. Upon successful submission, an **Acknowledgement** message will be displayed. **Click HOME** to return to the **Dashboard**.



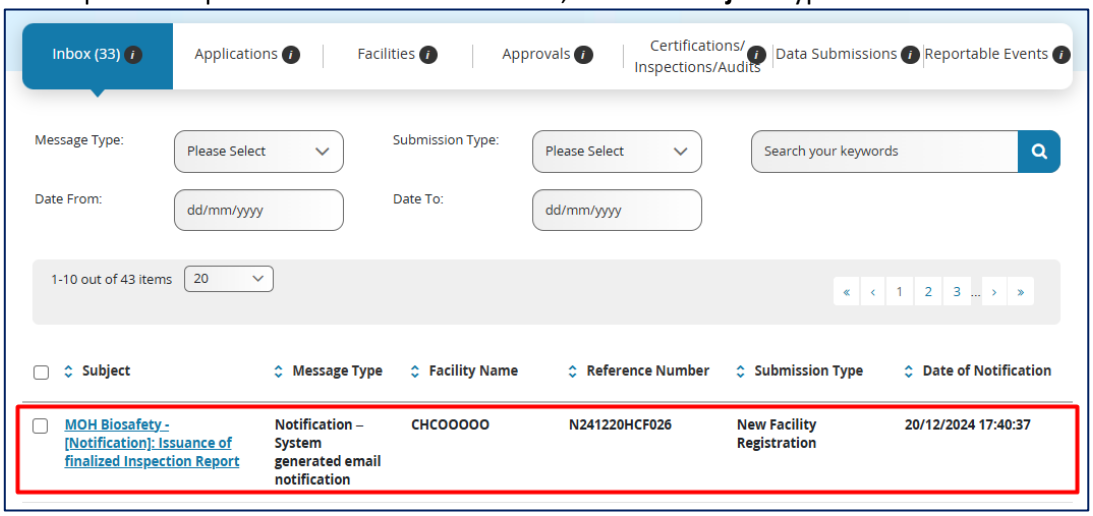
6. From the **Dashboard**, click **Applications** tab. Verify that the **Application Status** of the inspection task is **Pending MOH**.



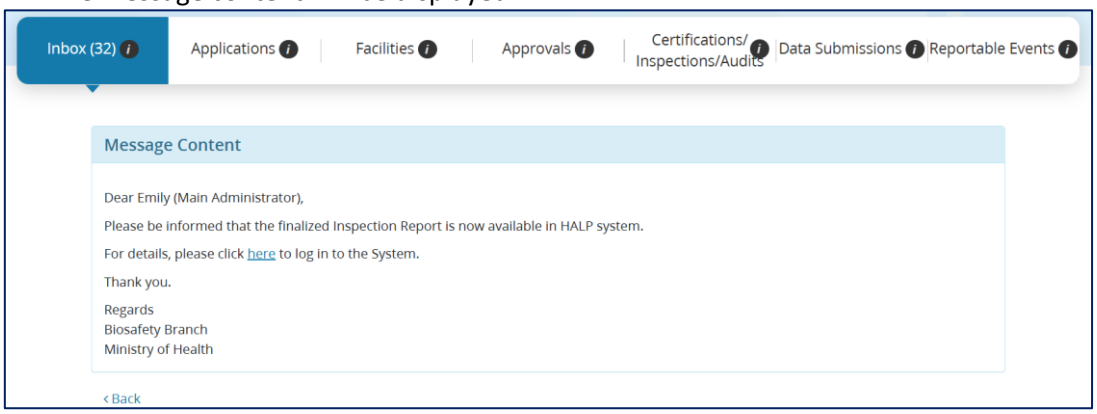
1.4. Stage 4: Retrieve Final Inspection Report

This section describes the steps to retrieve the final inspection report.

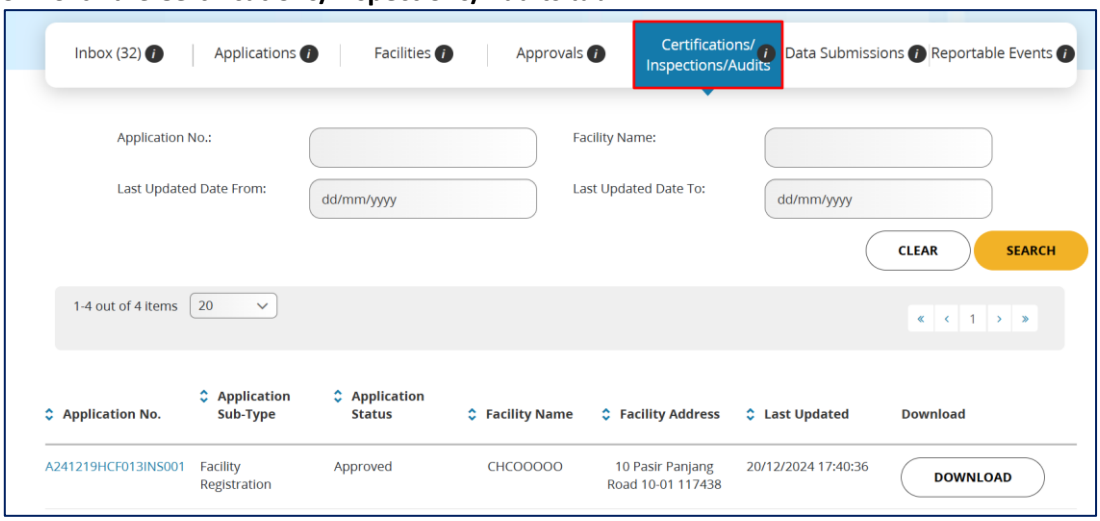
1. The facility receives a **notification** with **Message Type: Notification** that the final inspection report is issued. From the **Inbox**, click the **Subject** hyperlink.



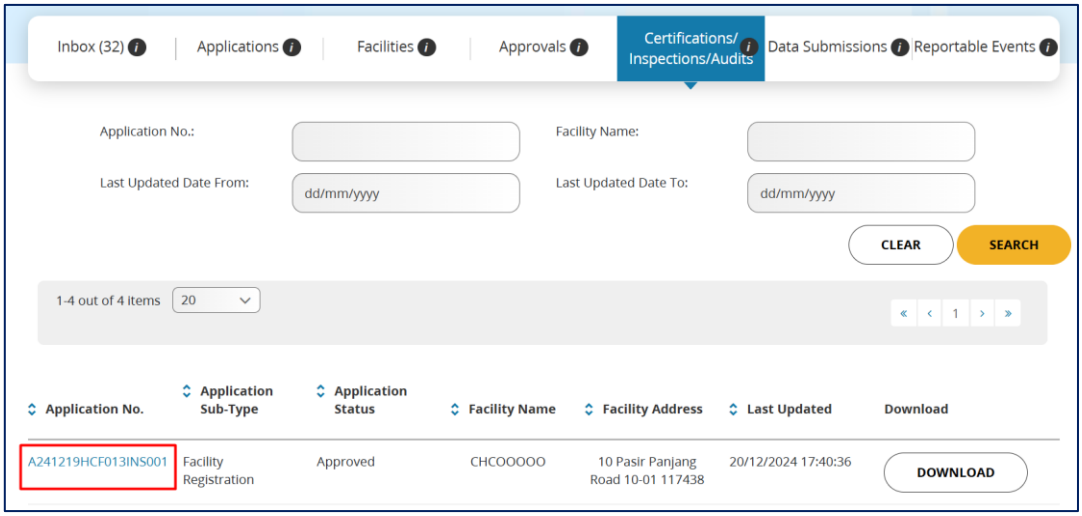
2. The message content will be displayed.



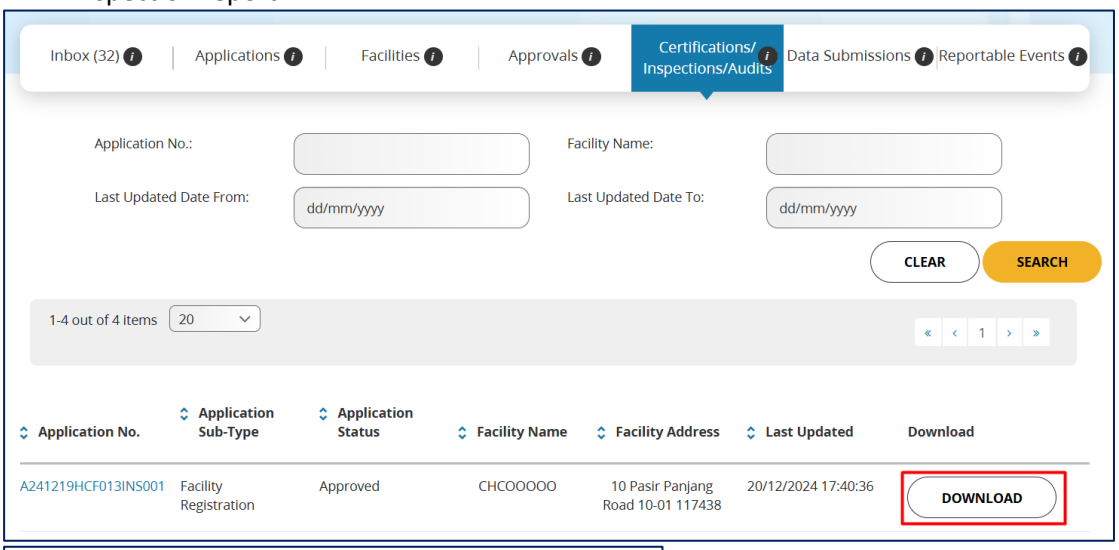
3. Click the **Certifications/Inspections/Audits** tab.

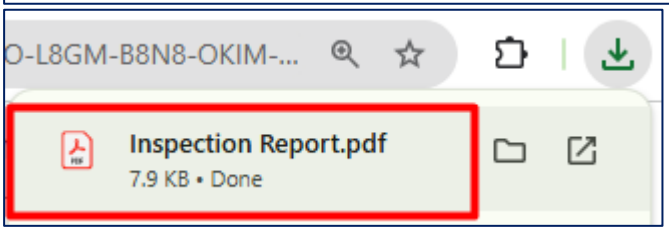


4. Click the **Application No.** hyperlink to view the final inspection report.



5. Click **Download** to download the report. The system will generate a PDF version of the inspection report.

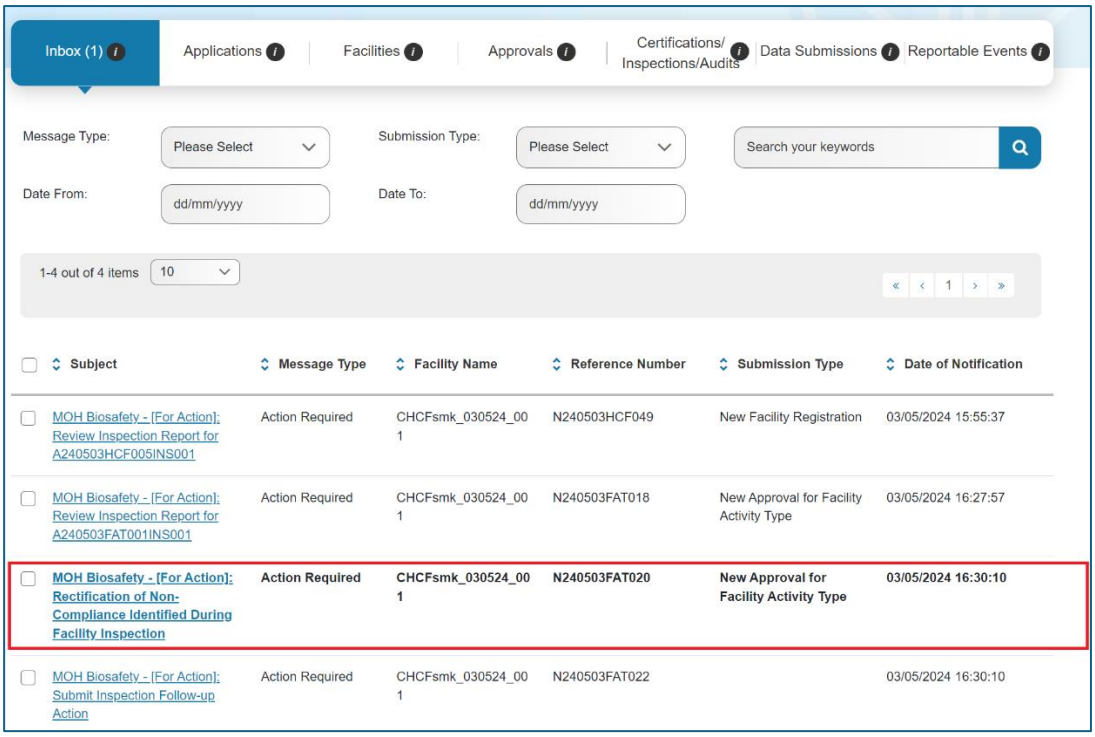




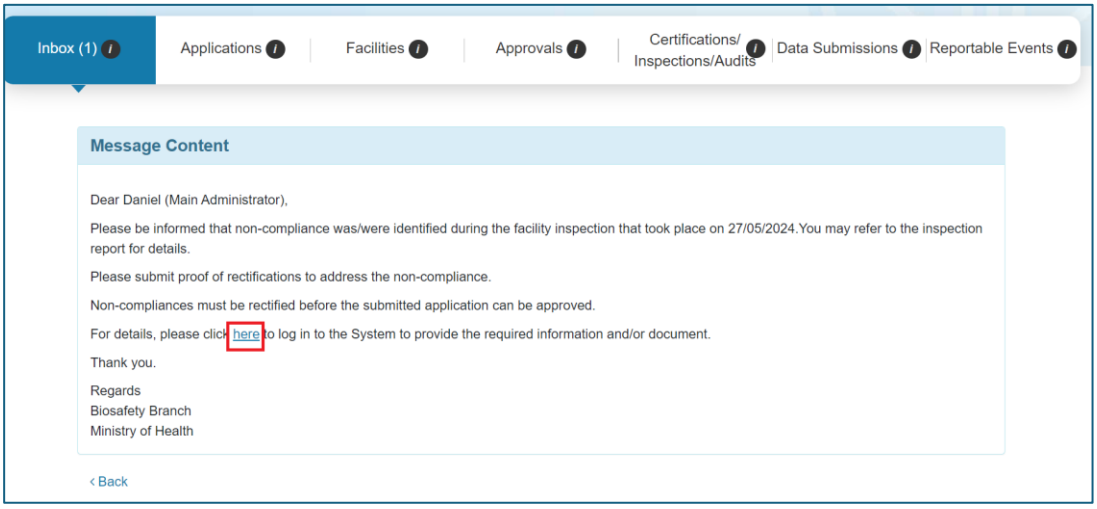
1.5. Stage 5: Submit Information on Rectification of Non-Compliance (NC)

This section describes the steps to submit details related to the rectifications to address non-compliances (NC) identified during the inspection. All NC must be rectified for the facility application to be approved.

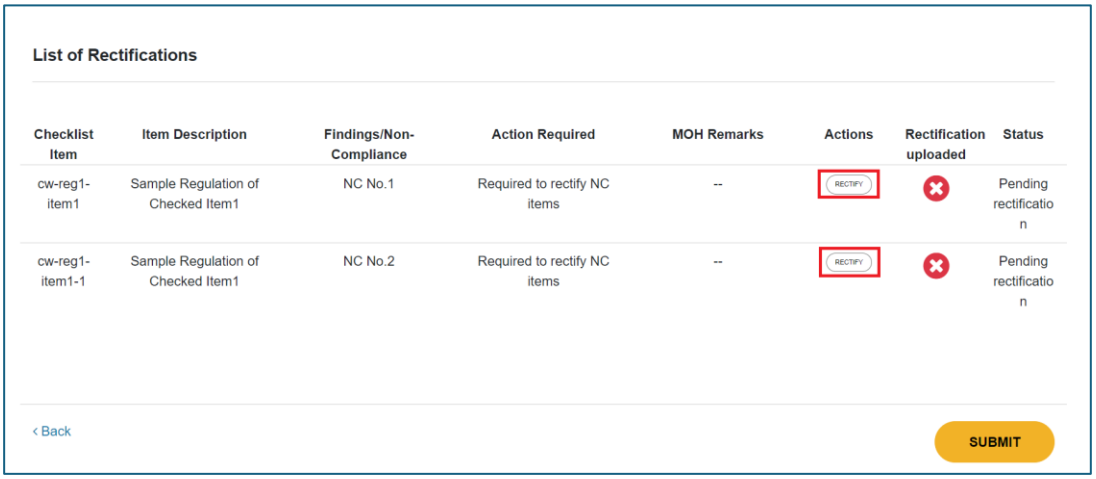
1. The facility receives a **notification** to submit the information related to rectification of non-compliances identified during facility inspection with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



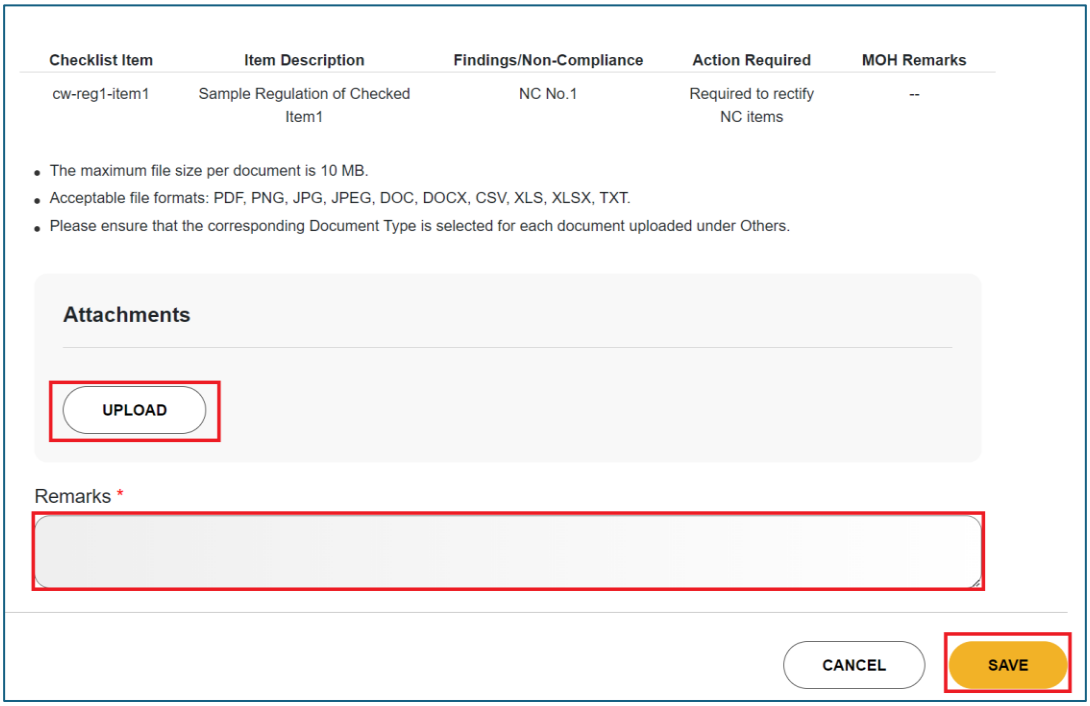
2. The message content will be displayed. Click the **here** hyperlink to view the List of Non-Compliance requiring rectification.



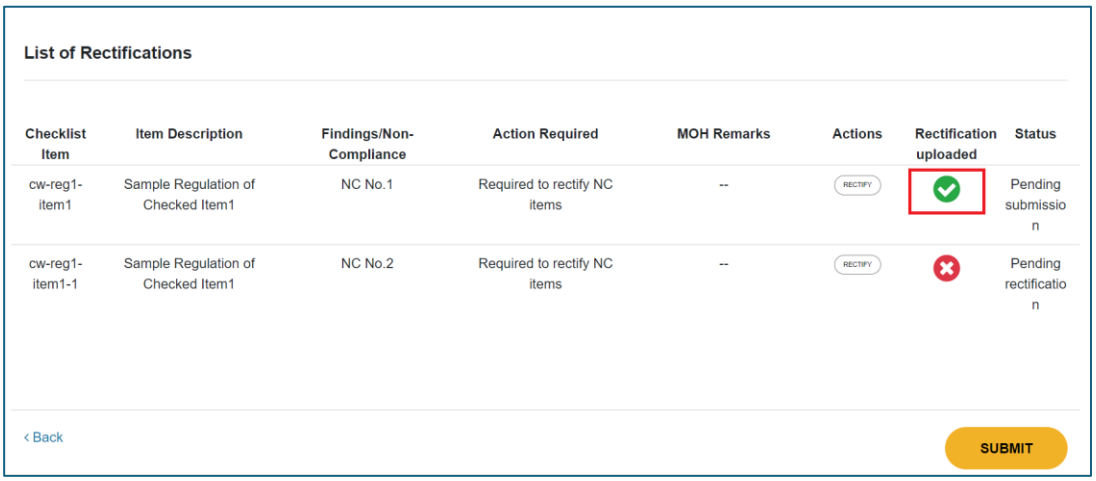
3. Click **RECTIFY** under the **Actions** column to submit the information related to the rectification for each item listed.



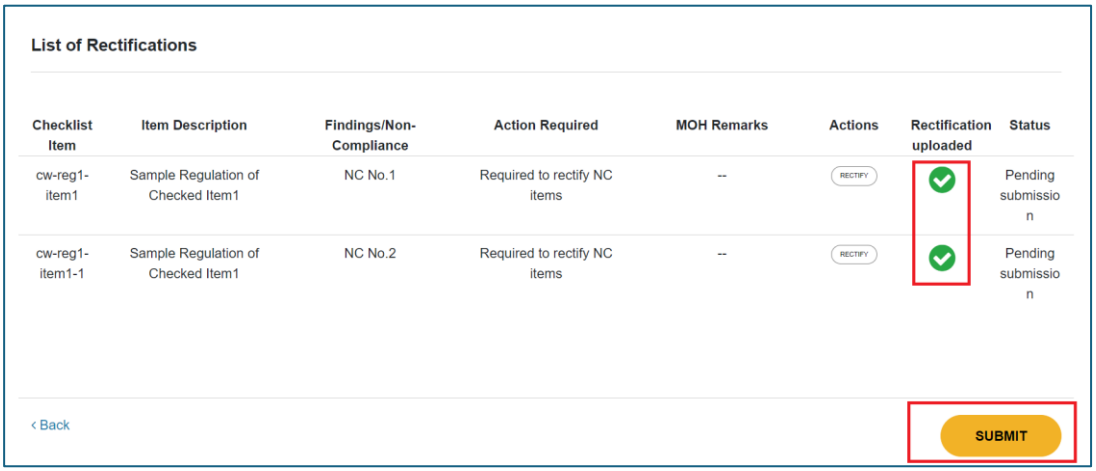
4. Click **UPLOAD** to upload the supporting document related to the rectification. **Enter** the details related to the rectification under **Remarks.** Click **SAVE.**



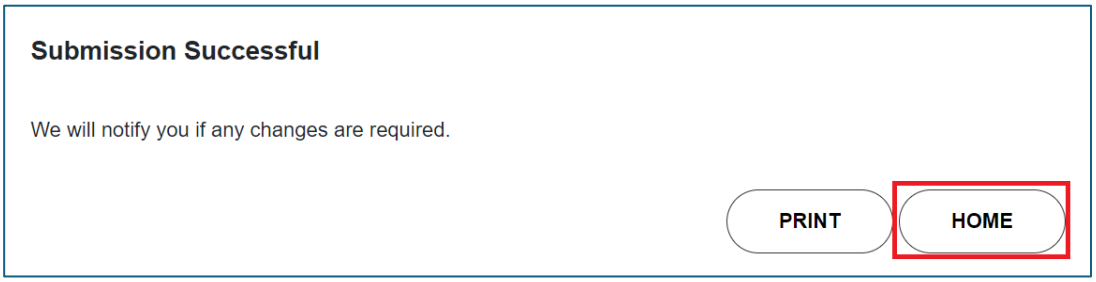
5. When the information has been successfully saved, a **green tick** will be displayed under the **Rectification uploaded** column**.** The status will be updated to **"Pending submission"** Repeat steps 3 and 4 to submit the information on the rectification for each item on the list.



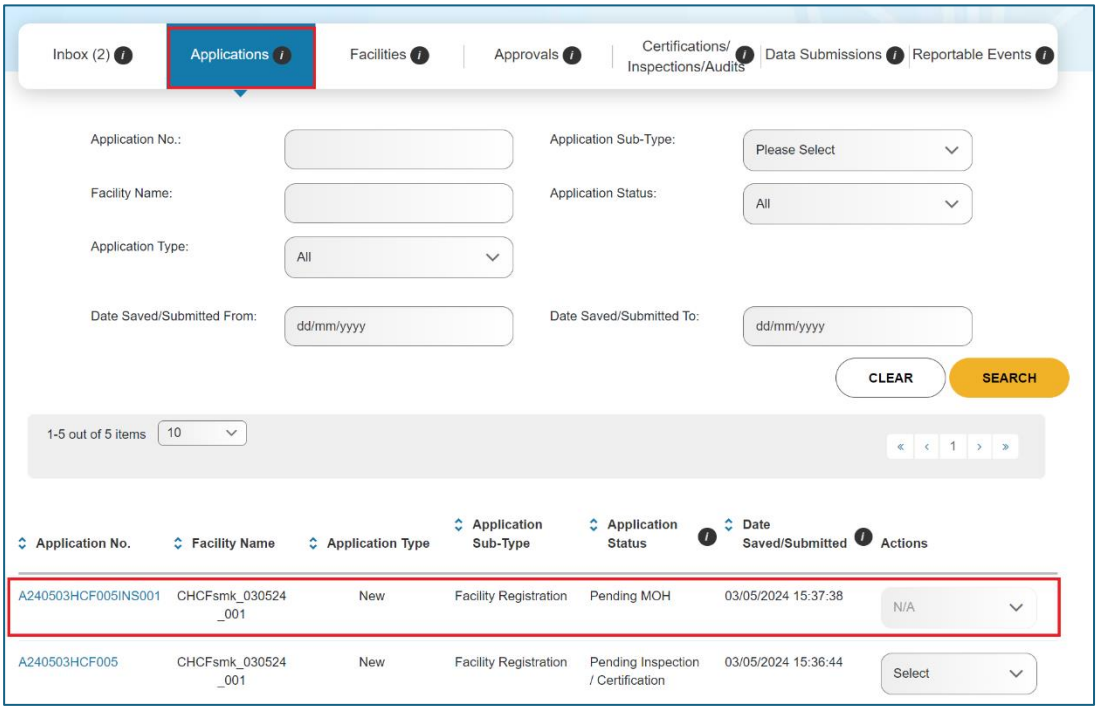
6. Click **SUBMIT** when the information related to the rectification for all items have been provided.



7. Upon successful submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard**.



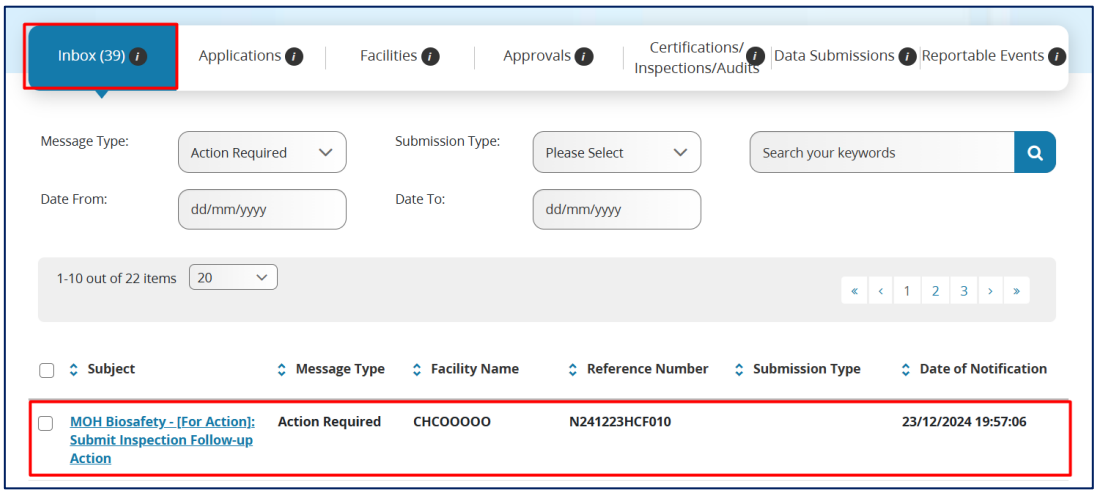
8. From the Dashboard, click the **Applications** tab. Verify that the status of the inspection task is **Pending MOH**.



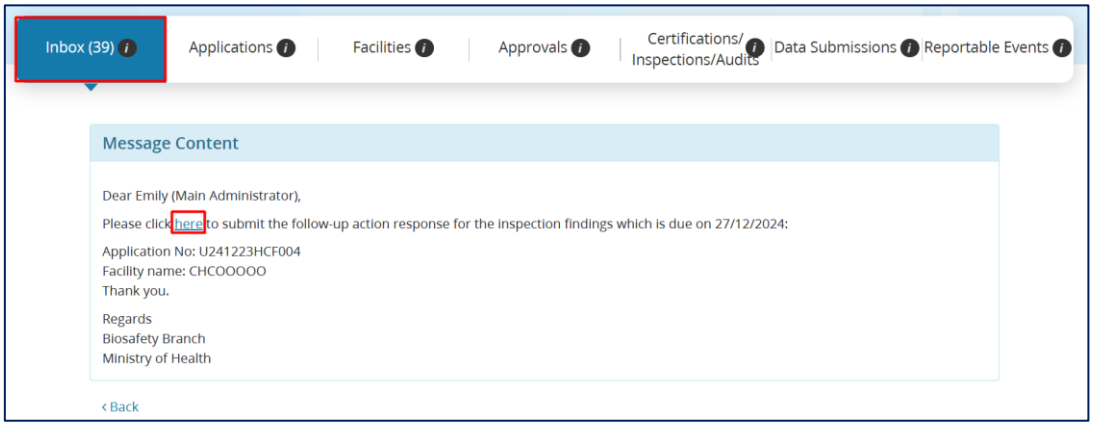
1.6. Stage 6: Submit Information on Follow-up Action for Other Inspection Findings

This section describes the steps to submit details related to the follow-up actions to address other findings (that are not NC) identified during the inspection.

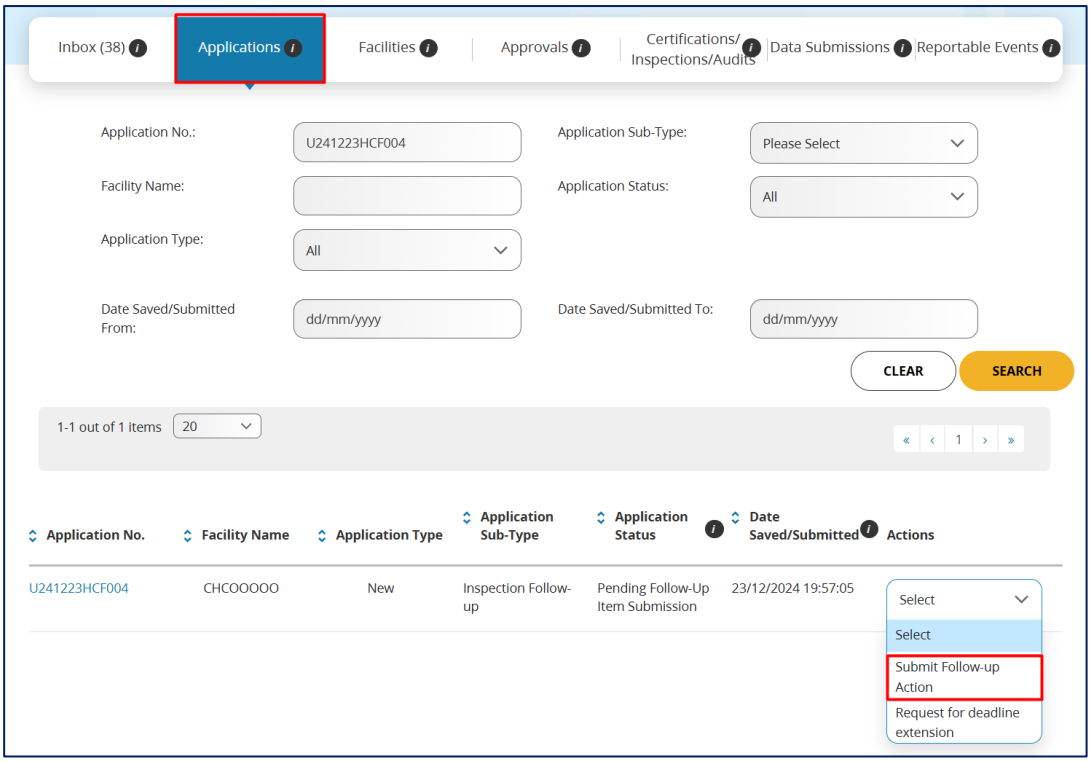
1. The facility receives a **notification** to submit the information related to follow-up action for other findings identified during facility inspection with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



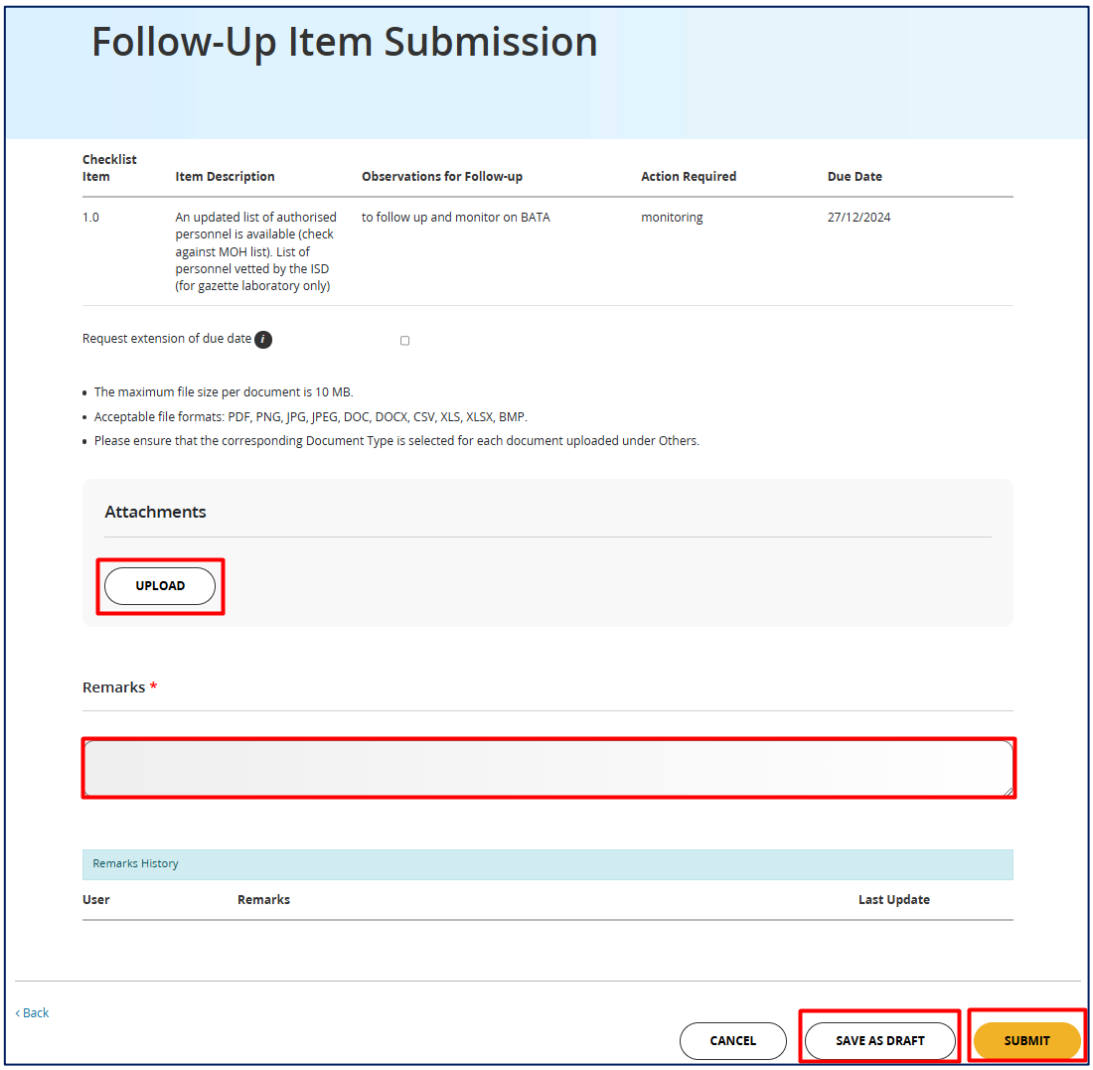
2. The message content will be displayed. Click the **here** hyperlink to submit the information related to the follow-up action.



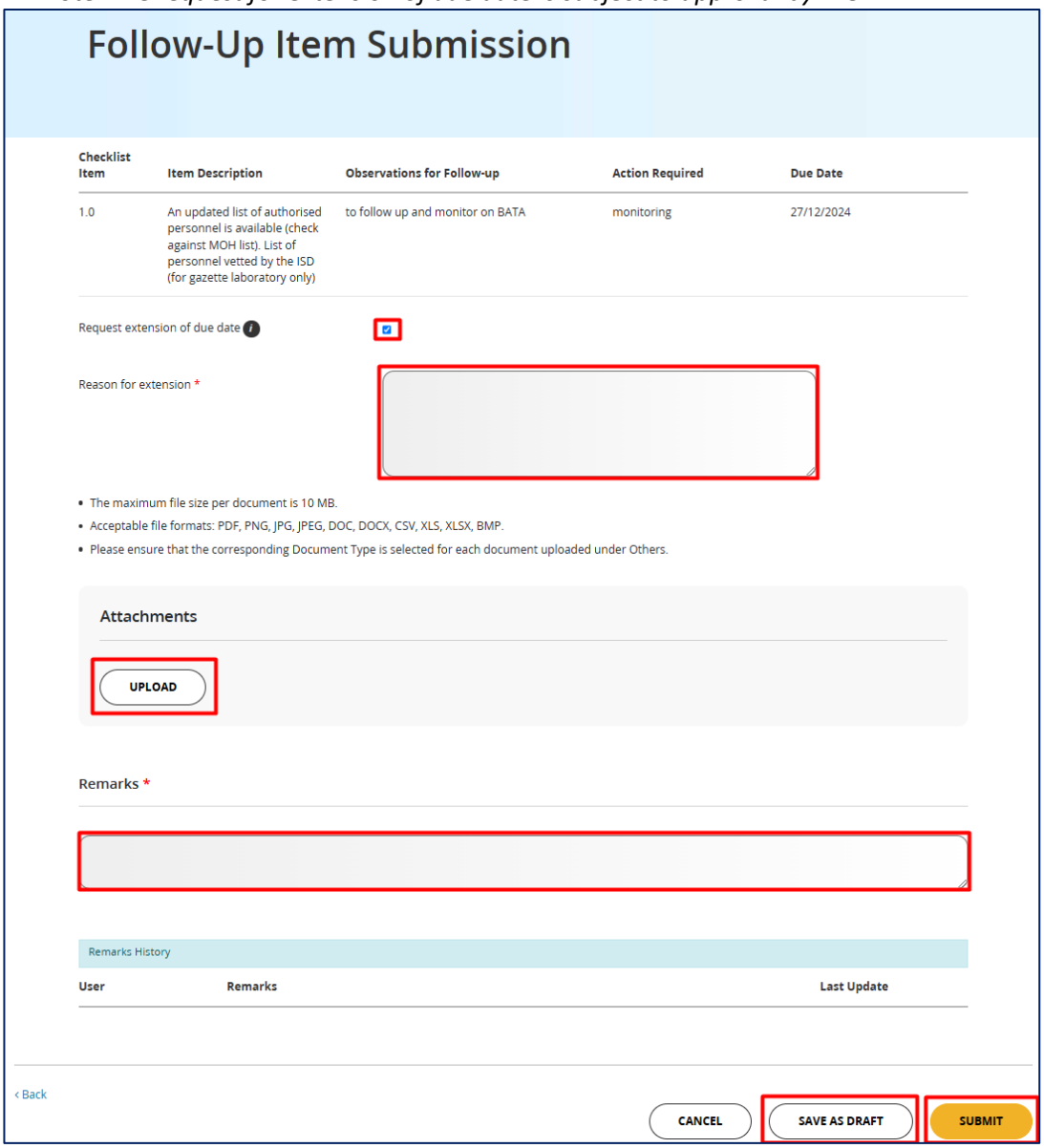
Alternately, click the **Applications** tab, **search** for the follow-up action task (application status: **Pending Follow-Up Item Submission**) and select **Submit Follow-up Action** from the **Actions** dropdown**.**



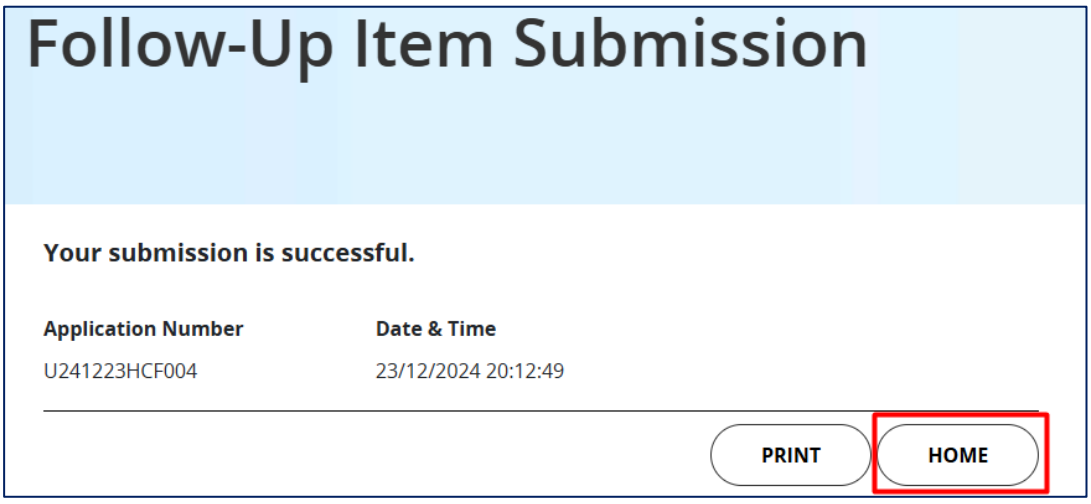
3. The system will redirect to the **Follow-Up Item Submission** page. **Click UPLOAD** to upload the relevant supporting document and **enter** details related to the follow-up action under **Remarks**. Click **SAVE AS DRAFT** at any point to save progress. **Click SUBMIT** to submit the response to MOH for review.



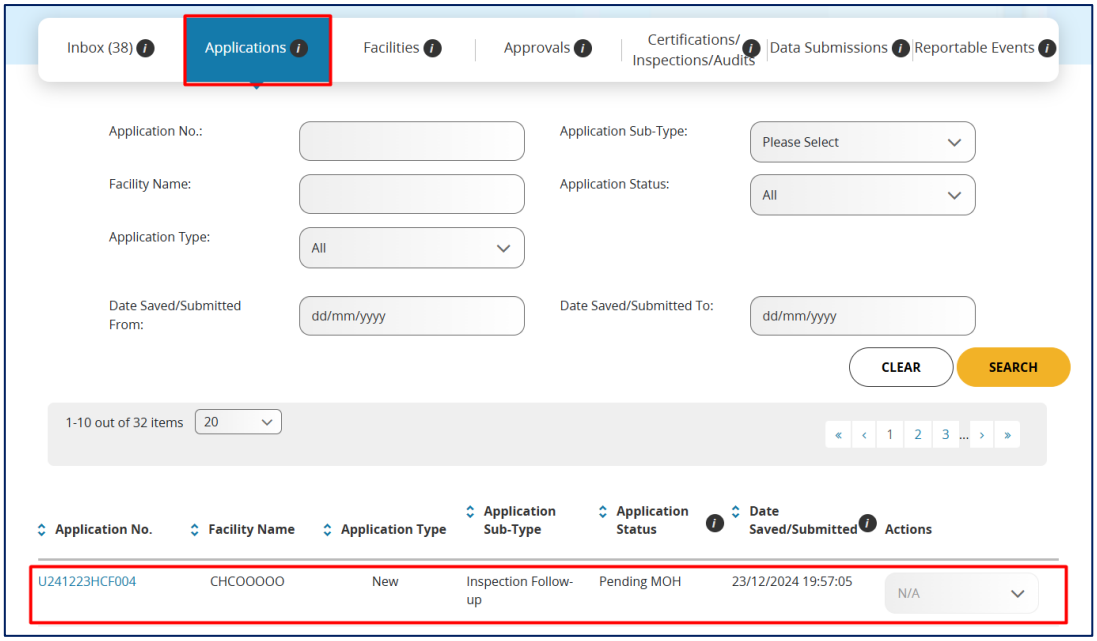
4. If the facility is unable to complete the necessary follow-up by the specified due date, **select Request extension of due date checkbox** and **enter Reason** for requesting the extension and the expected date when the follow-up will be completed. Click **UPLOAD** to select and upload relevant supporting documents and **enter Remarks**. Click **SAVE AS DRAFT** at any point to save progress. Click **SUBMIT** to submit the completed form.
Note: The request for extension of due date is subject to approval by MOH.



5. Upon submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard**.



6. From the Dashboard, click the **Applications** tab. Verify that the status of the inspection task is **Pending MOH**.



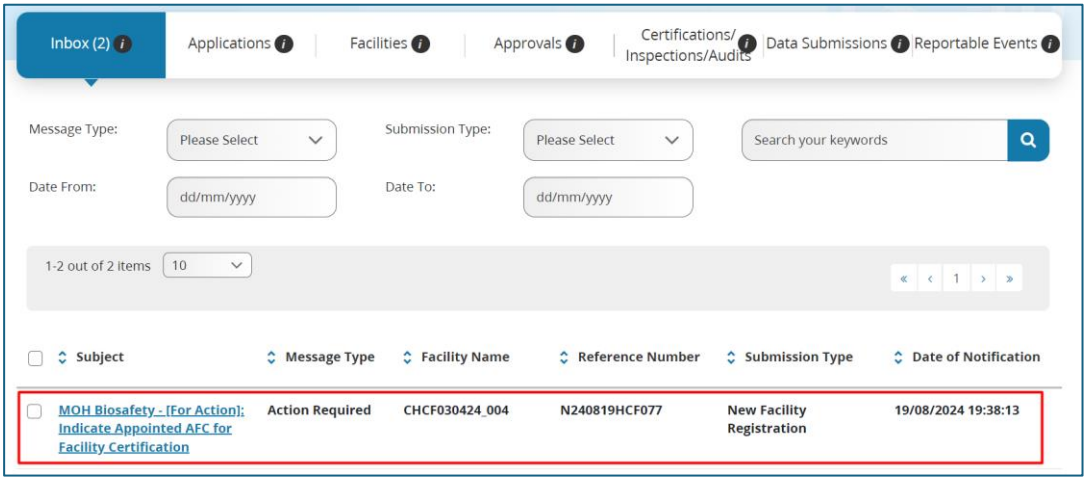
2. CERTIFICATION

Certification is applicable to Certified High Containment (BSL-3) facilities and Certified Maximum Containment (BSL-4) facilities.

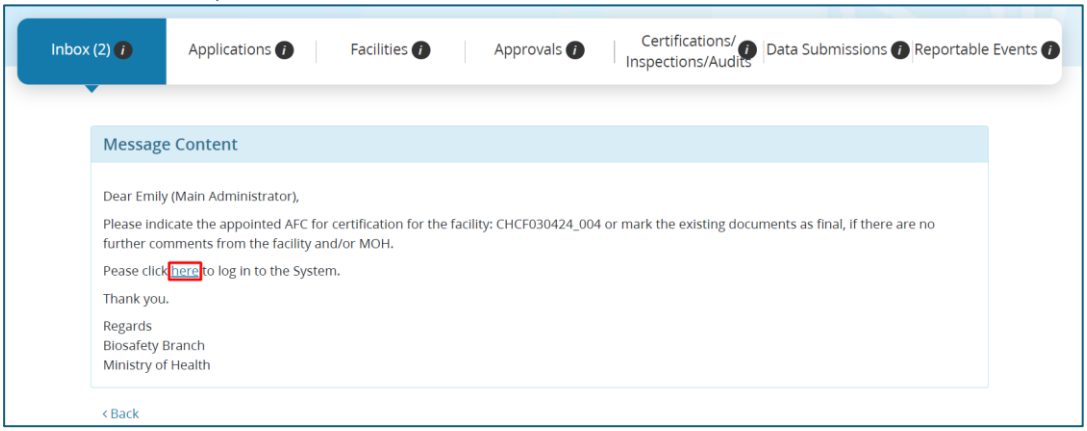
2.1. Appoint Approved Facility Certifier (AFC) for Certification

This section describes the steps to indicate the appointed AFC for certification if the information was not provided during the new or renewal application for the facility.

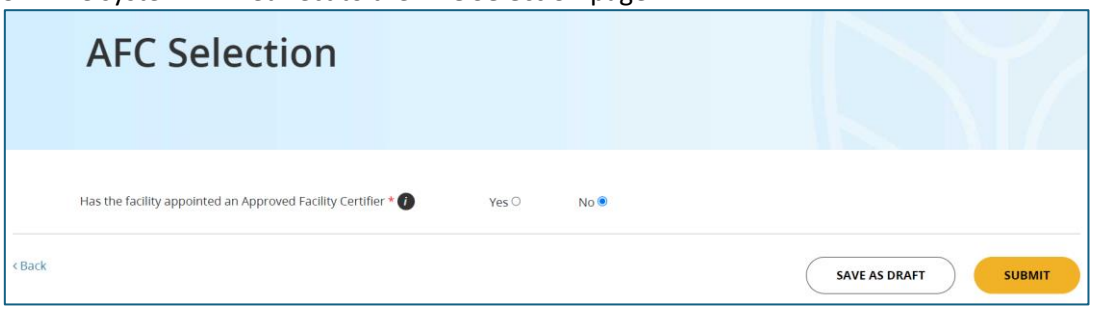
1. The facility receives a notification to indicate Appointed AFC for Facility Certification with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



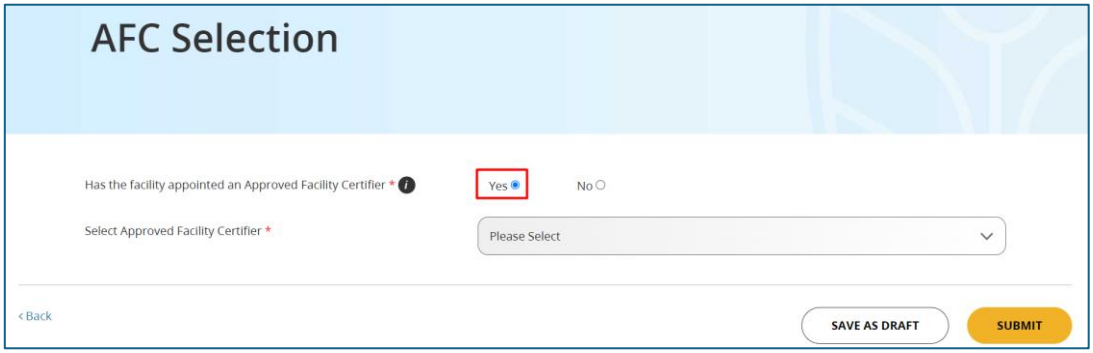
2. The message content will be displayed. Click the **here** hyperlink to indicate Appointed AFC for Facility Certification.



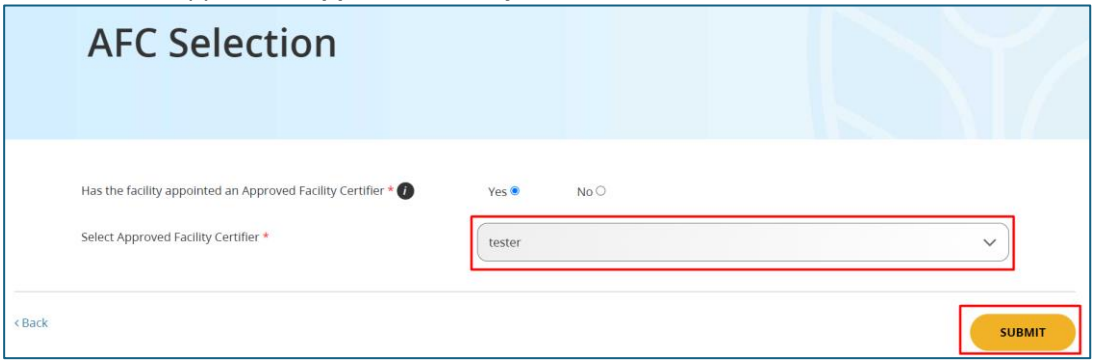
3. The system will redirect to the **AFC Selection** page.



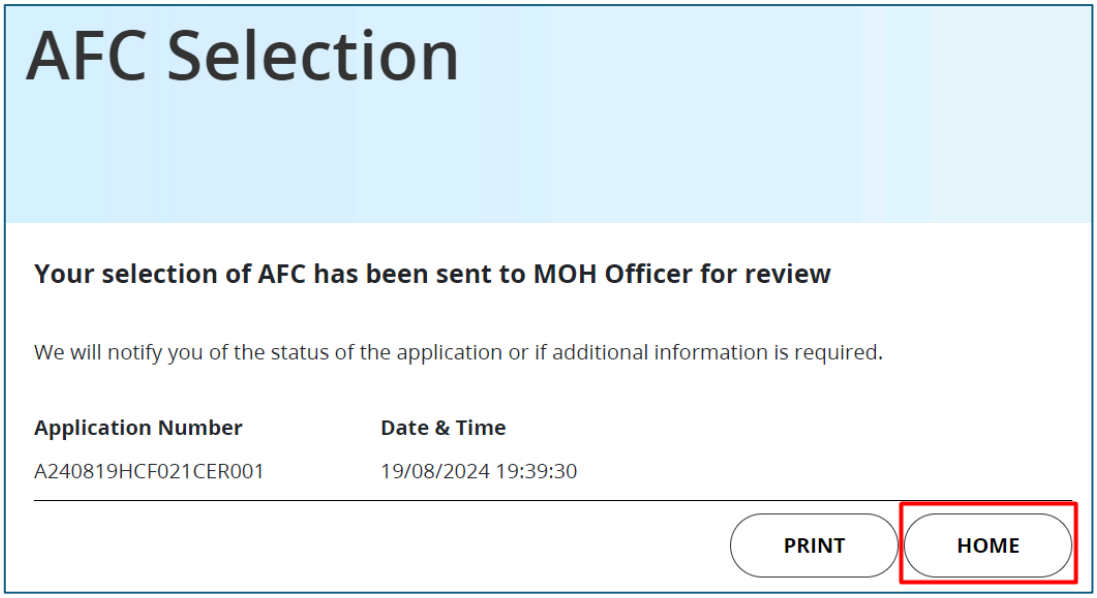
4. Select "**Yes**" to indicate that the Facility has appointed an Approved Facility Certifier. System will display selection list for **Select Approved Facility Certifier**.



5. **Select** the appointed **Approved Facility Certifier. Click SUBMIT.**



6. Upon submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the Dashboard.

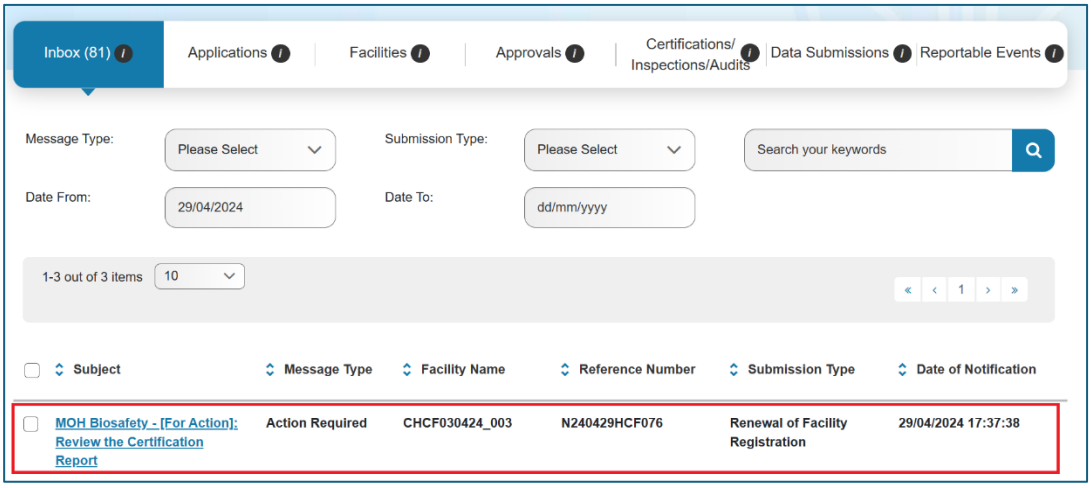


2.2. Review of Certification Documents

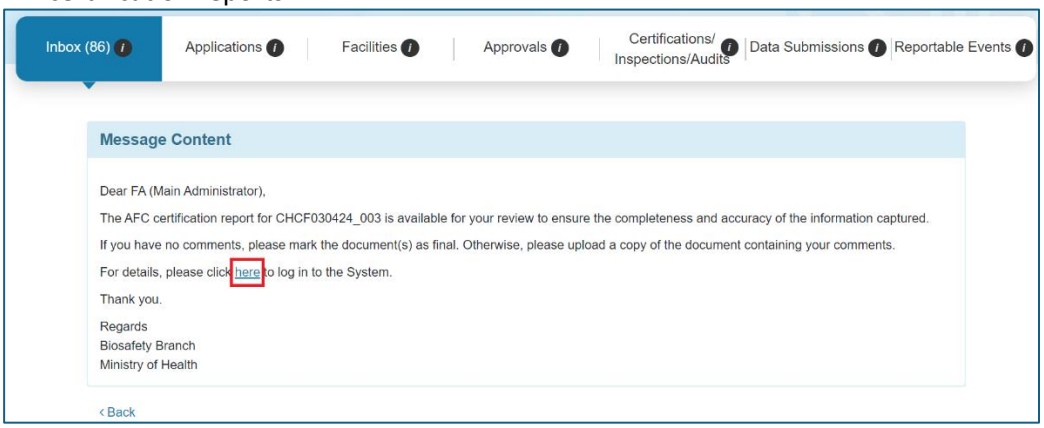
This section describes the steps to submit a response after the facility has reviewed the certification report and relevant supporting documents prepared by the appointed AFC. A maximum of five rounds of review by the facility is allowed. Response from the facility is routed to MOH before it is routed back to the AFC for amendments, where applicable.

During each round of review, the facility has up to 14 days to submit a response to the certification documents. Facilities are strongly advised to review and submit their responses promptly to avoid delay in the registration or renewal registration as the final certification report and supporting documents must be issued before the application for new facility registration or renewal of facility registration can be approved.

1. The facility receives a notification to review the certification report and relevant supporting documents with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.

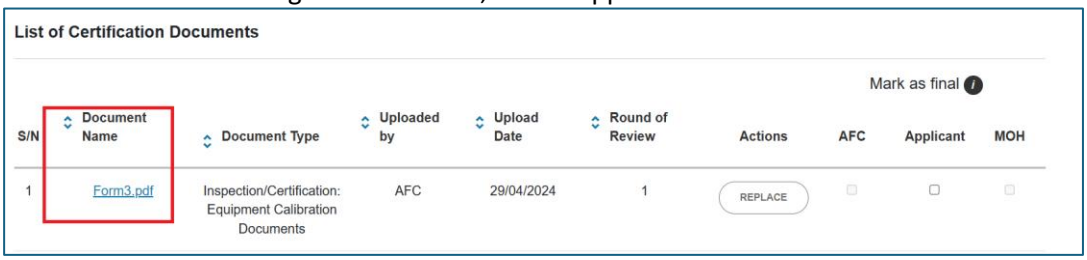


2. The message content will be displayed. Click the **here** hyperlink to review the certification reports.



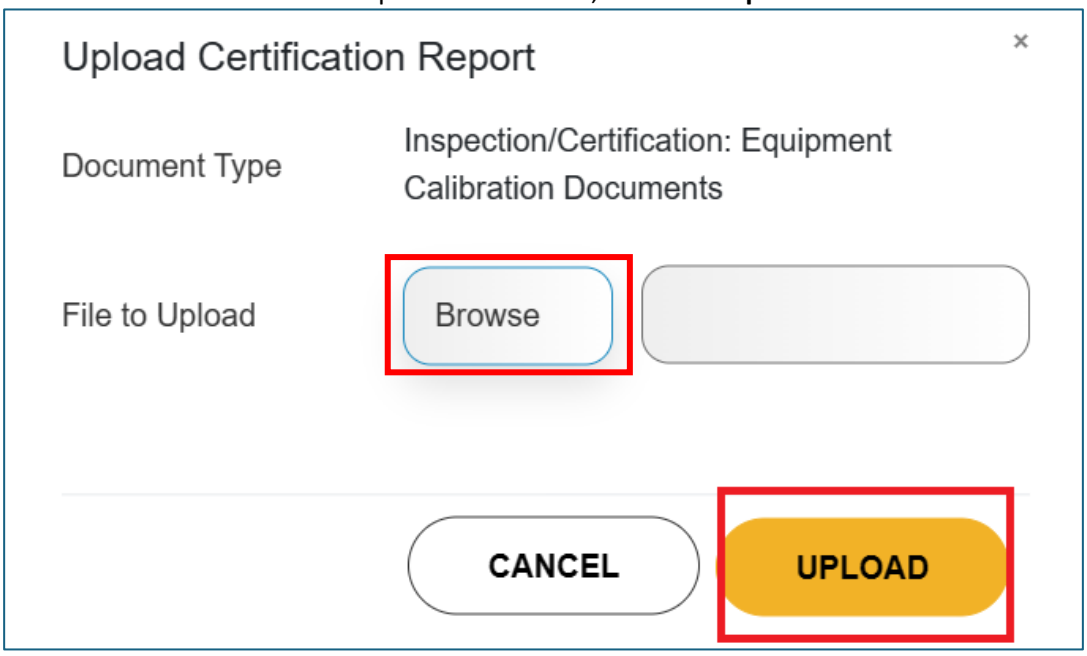
3. The system will redirect to the **AFC Certification Documents Review** page. The list of documents uploaded by the MOH-AFC for review will be displayed.
   Note: The facility shall provide a response (by selecting either Mark as final or "Replace") for each document from the MOH-AFC. The facility shall not mark a document as final unless the document has been reviewed and found to be satisfactory with no comments, or no amendments or edits needed.

4. **Click** the **file** hyperlink under **Document Name** to download the document for review.
   (a) Proceed to step 9 directly for documents where the facility has no comments.
   (b) Otherwise, insert comments in the downloaded file and save the updated copy of the document containing the comments, where applicable.

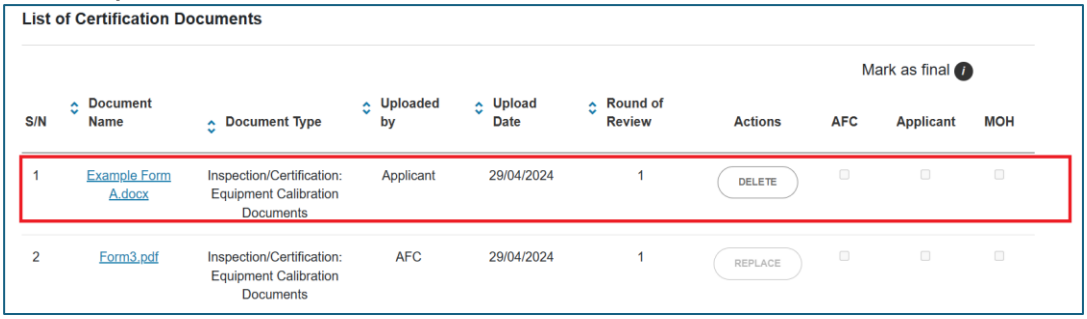


5. **Click REPLACE** to upload the updated document containing the saved comments (from step 4b).

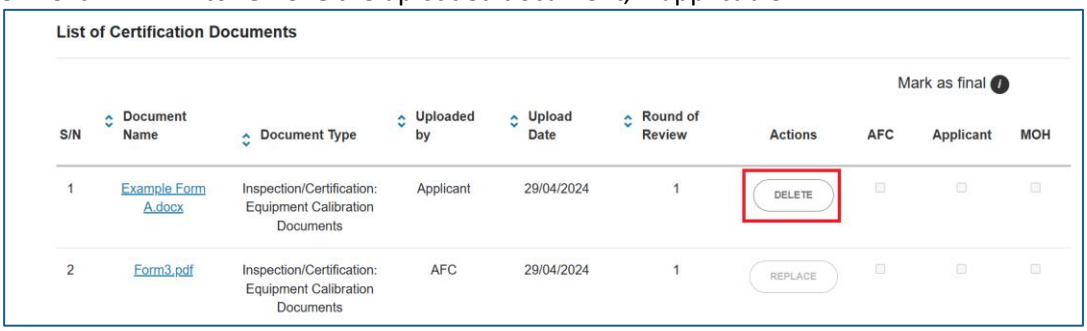
6. **Click Browse** to select the updated document, then click **Upload**.



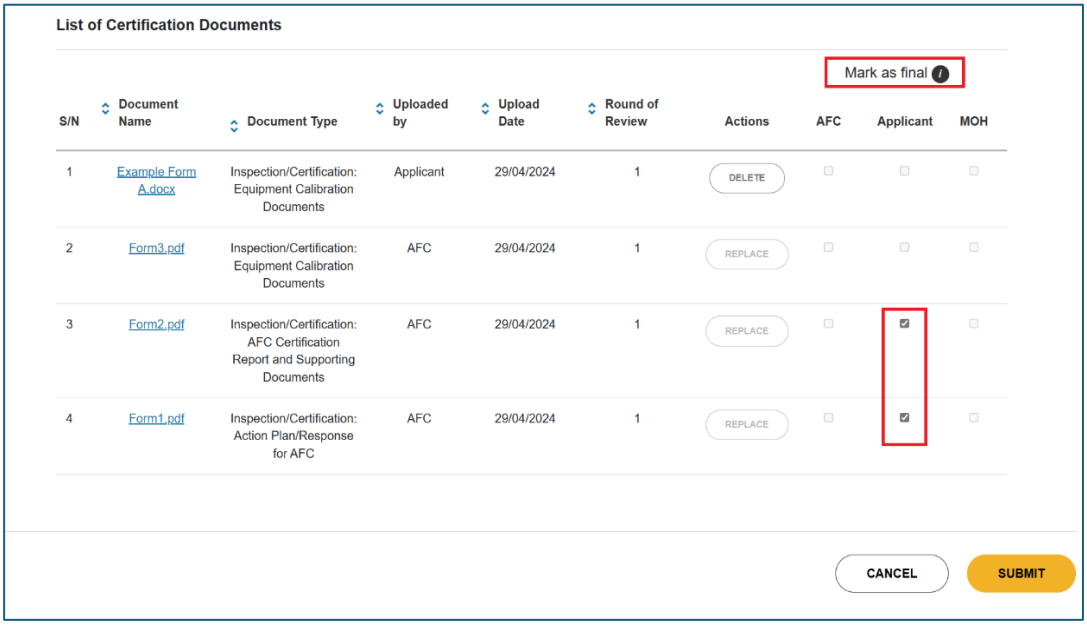
7. The **uploaded document** will be added to the list.



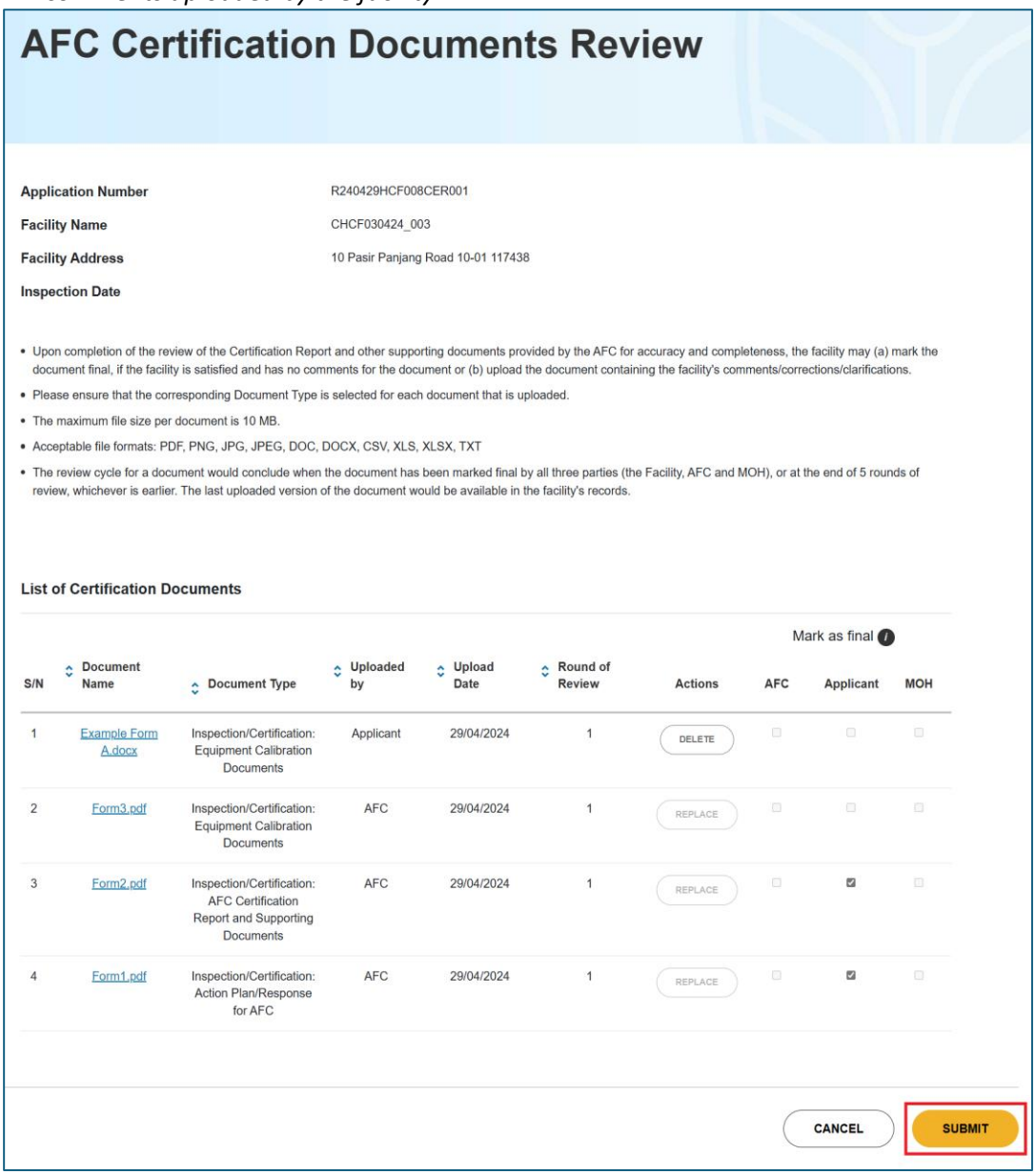
8. Click **DELETE** to **remove** the uploaded document, if applicable.



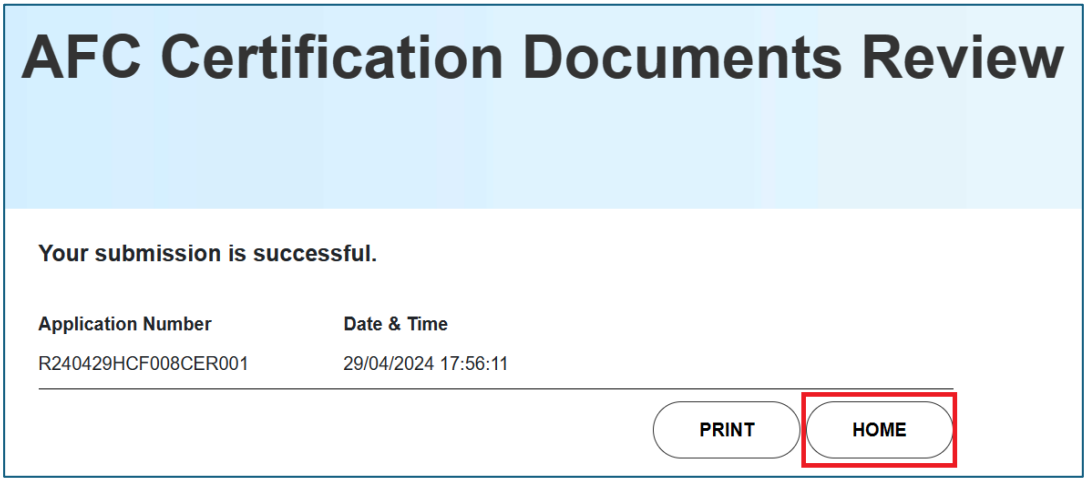
9. Select the **Mark as final** checkbox for documents where the facility has no comments to indicate that facility is satisfied with the document uploaded by the MOH-AFC.



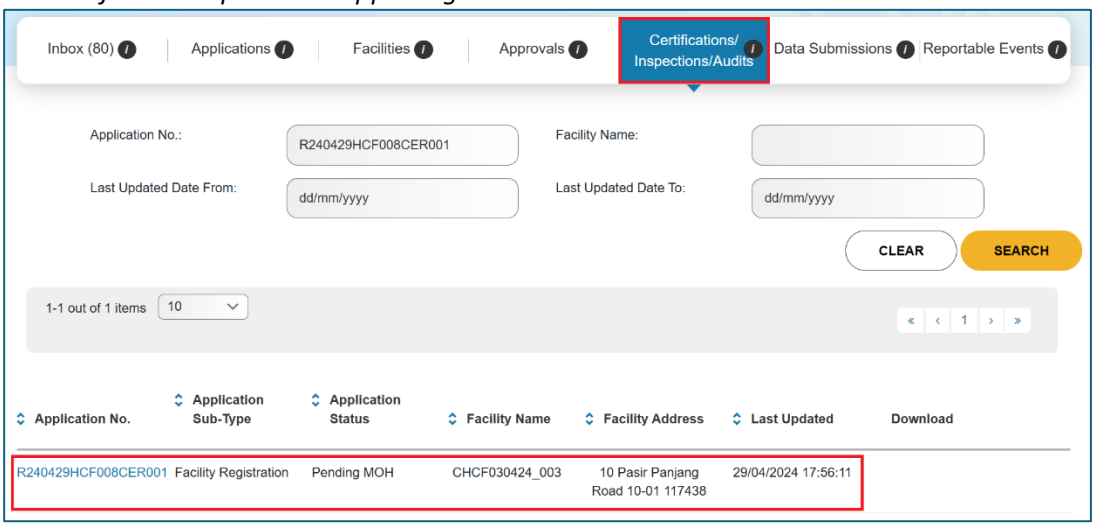
10. Click **SUBMIT** upon completion of review.
    Note: A response (either "Mark as final" or upload of the document with comments) must be indicated for each document uploaded by the MOH-AFC; a document that is not "Mark as final" must be accompanied (i.e. "Replace") with a new document with comments uploaded by the facility.



11. Upon successful submission, an **Acknowledgment** message will be displayed. Click **HOME** to return to the **Dashboard**.



12. From the **Dashboard**, click the **Certifications/Inspections/Audits** tab. Verify that the status of the certification task is **Pending MOH**.
Note: Once the Certification Report has been finalised, the Application status will reflect Approved. A Download button will be displayed to enable downloading of the final certification report and supporting documents.



3. AUDIT (Emergency Response Preparedness)

There are two types of audits for emergency response preparedness, namely “Audit by MOH” and “Facility Self-Audit”. The system will notify the facility of the type of audit that the facility will be subjected to, where applicable, for each calendar year. Refer to MOH HALP Internet - Facility User Guide Part 3 Section 3.1 Audit by MOH and MOH HALP Internet - Facility User Guide Part 3 Section 3.2 Facility Self-Audit respectively for the applicable steps related to the respective type of audit.

3.1. Audit By MOH

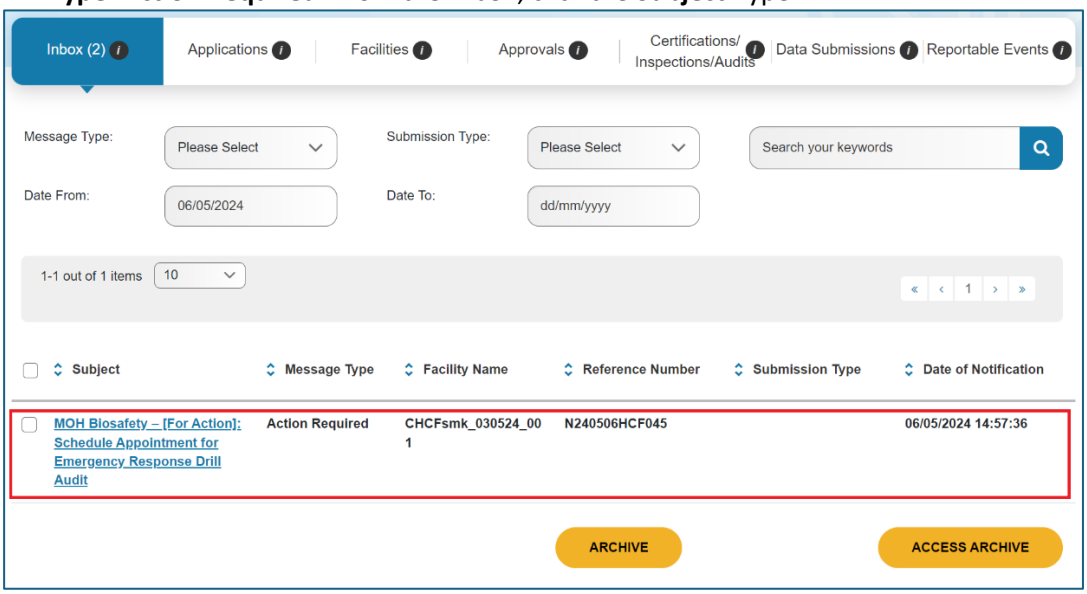
This section describes the steps to submit information related to audit by MOH at the following stages:

a. Stage 1: Indicate Preferred Audit Date
b. Stage 2: Submit Pre-Audit Checklist
c. Stage 3: Submit Response after Review of Draft Audit Report
d. Stage 4: Retrieve Final Audit Report
e. Stage 5: Submit Information on Follow-up Action for Audit Findings

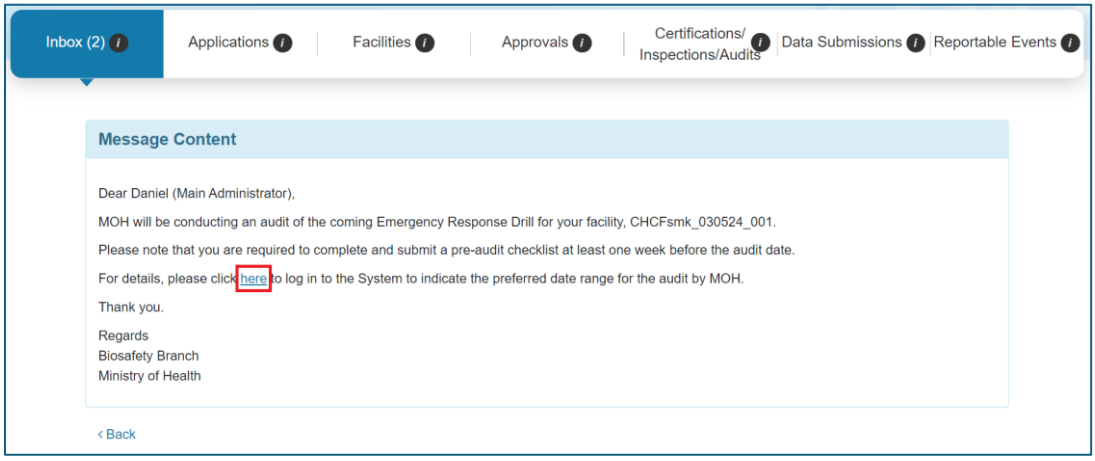
3.1.1. Stage 1: Indicate Preferred Audit Date

This section describes the steps to indicate the preferred audit date when audit by MOH is indicated.

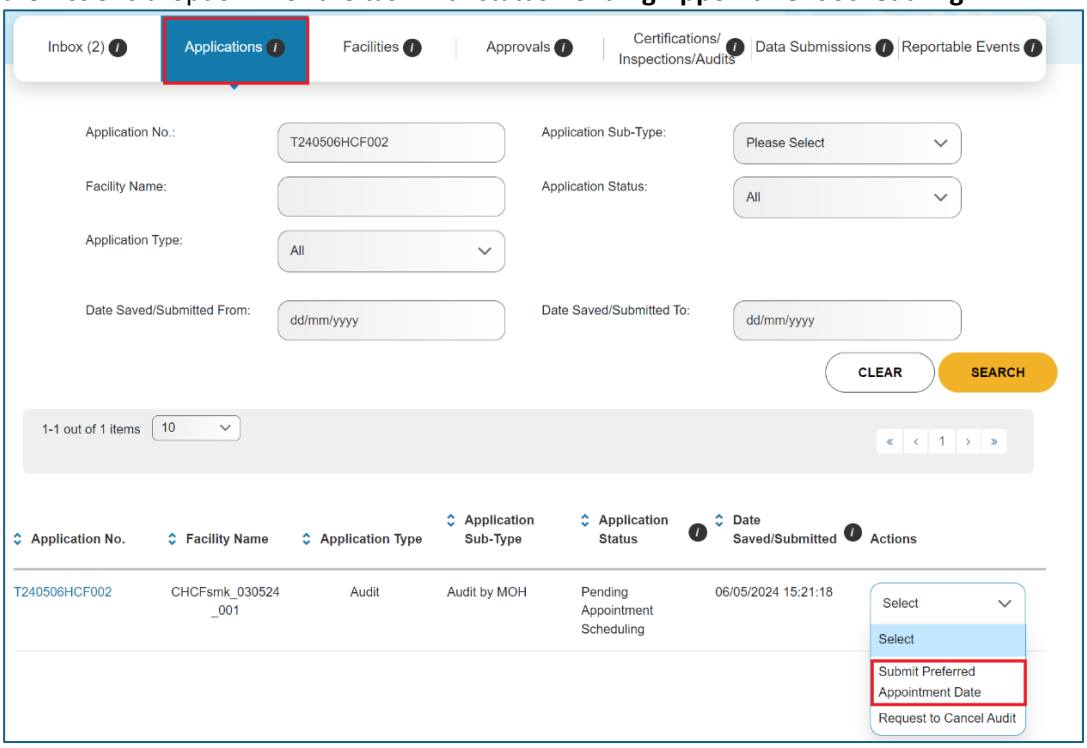
1. The facility receives a **notification** to submit the preferred audit date with **Message Type: Action Required.** From the **Inbox**, click the **Subject** hyperlink.



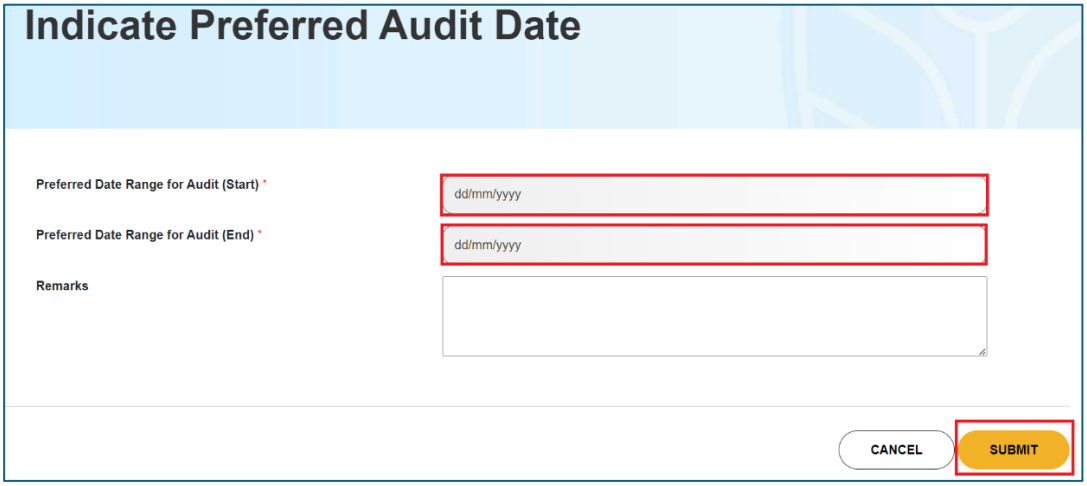
2. The message content will be displayed. Click the **here** hyperlink to indicate the preferred audit date.



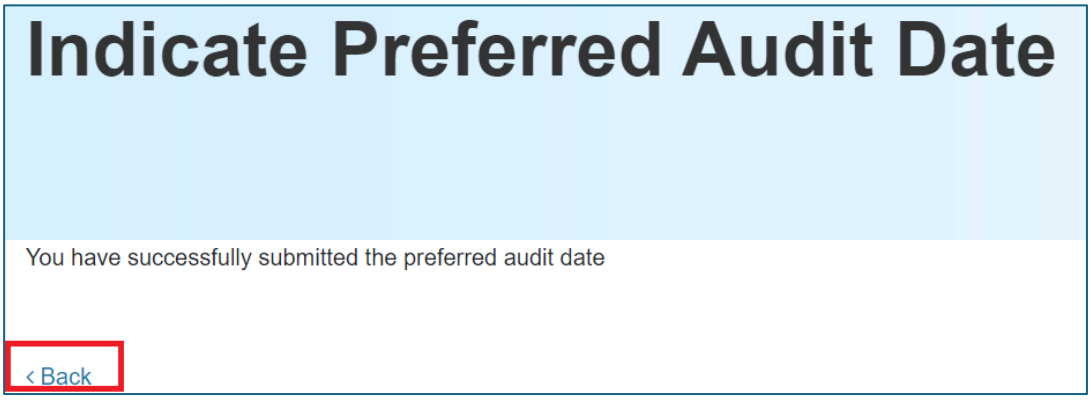
Alternatively, click the **Applications** tab, select **Submit Preferred Appointment Date** from the **Actions** dropdown for the task with status **Pending Appointment Scheduling**.



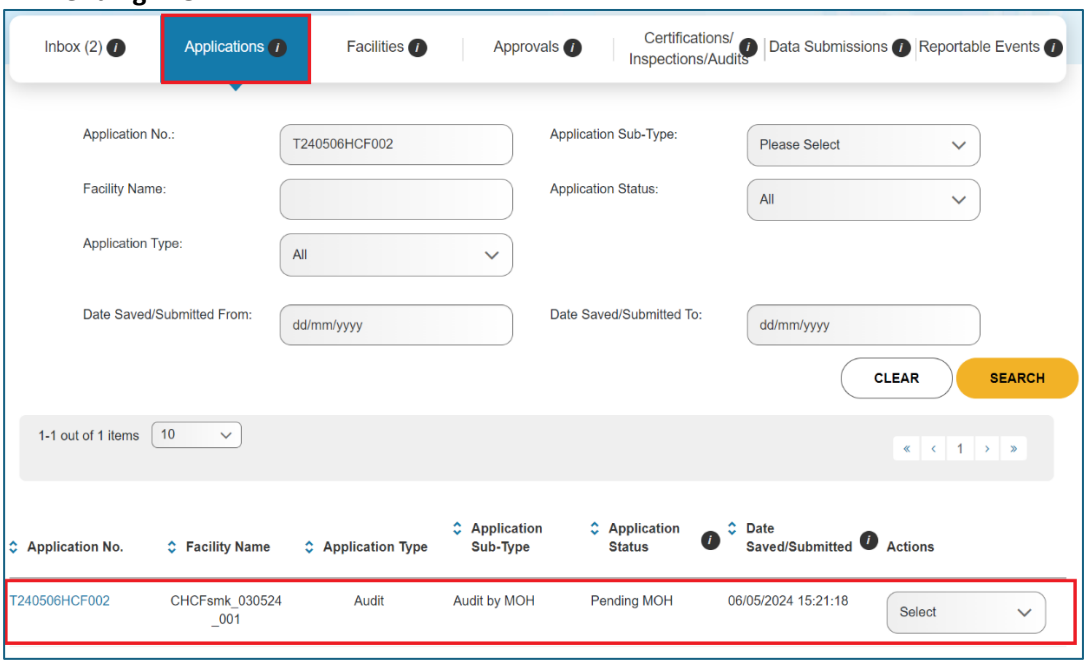
3. The system will redirect to the **Indicate Preferred Audit Date** page. **Select** the **Preferred Date Range for Audit**. Click **SUBMIT**.



4. Upon successful submission, an **Acknowledgement** message will be displayed. Click **Back** to return to the **Dashboard**.



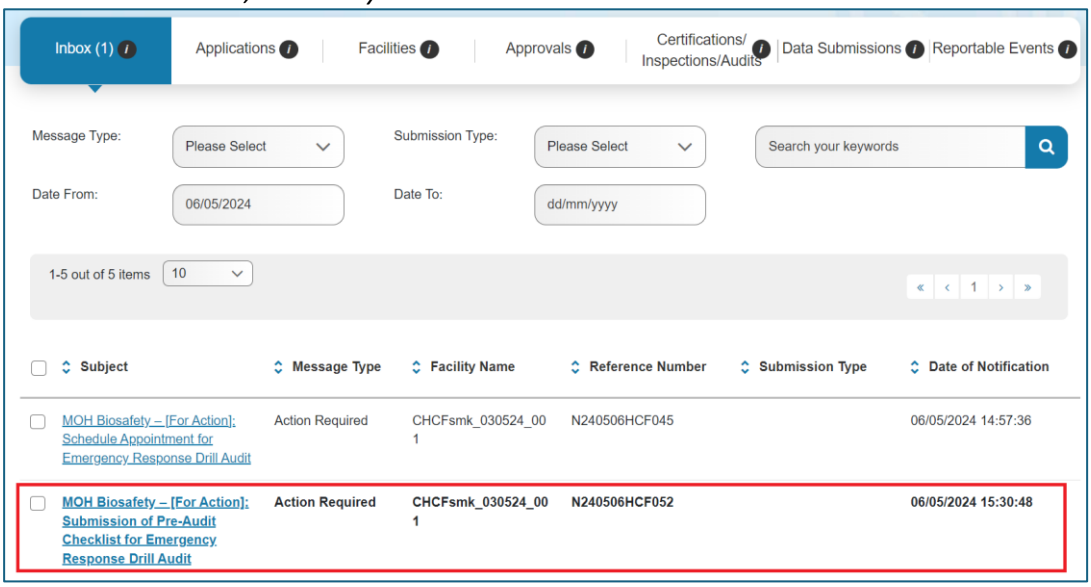
5. From the **Dashboard**, click the **Applications** tab. Verify that the status of the audit task is **Pending MOH**.



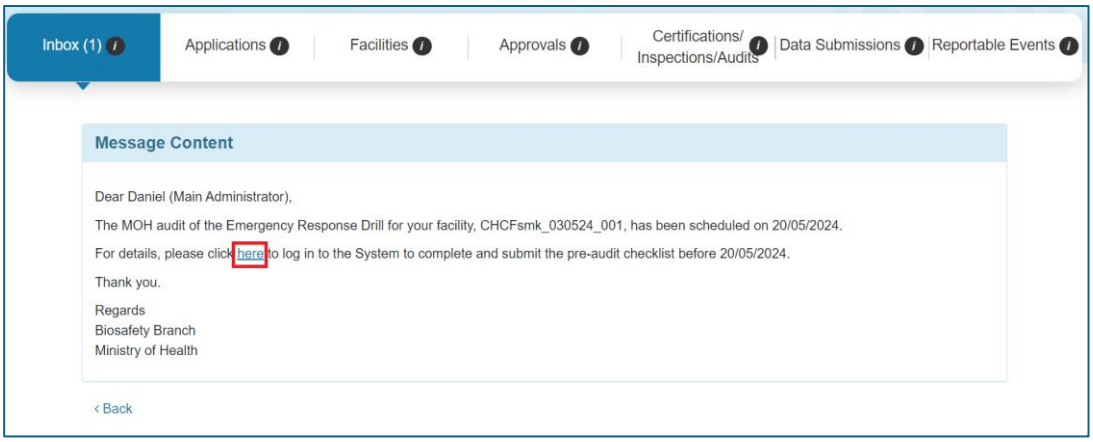
3.1.2. Stage 2: Submit Pre-Audit Checklist

This section describes the steps to submit the pre-audit checklist after the audit date has been confirmed when audit by MOH is indicated.

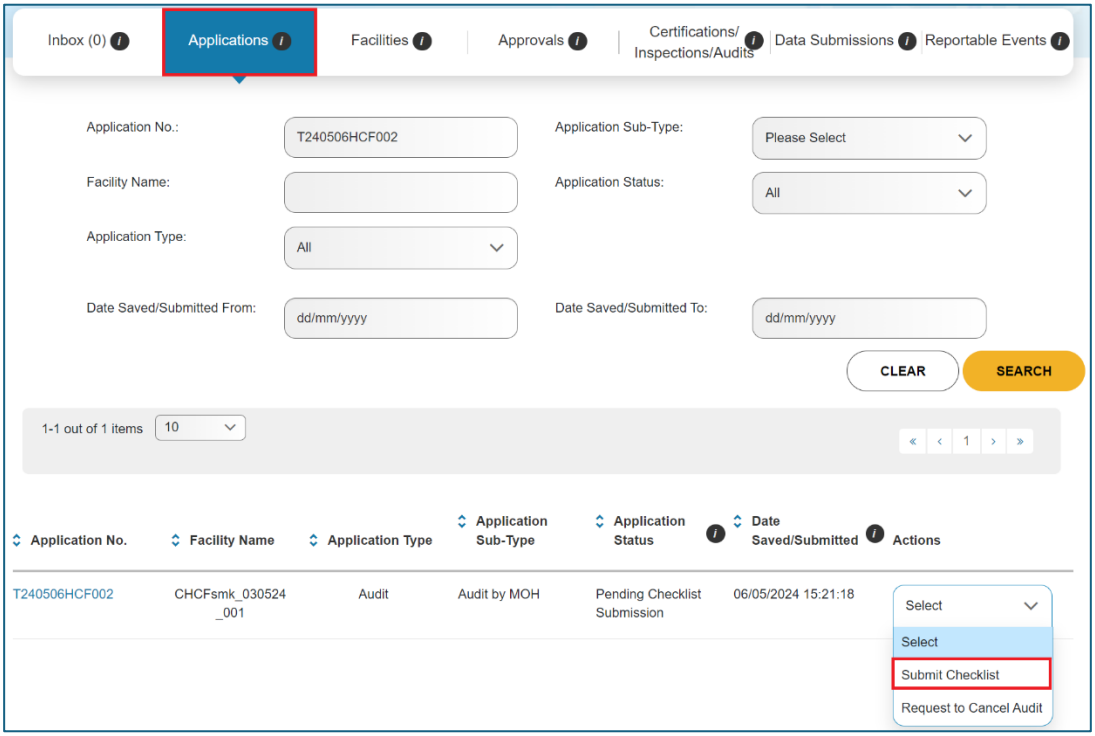
1. The facility receives a **notification** to submit the pre-audit checklist with **Message Type: Action Required**. From the **Inbox,** click the **Subject** hyperlink.
   Note: The facility shall submit the pre-audit checklist at least 7 days before scheduled audit. Otherwise, MOH may cancel and reschedule the audit.



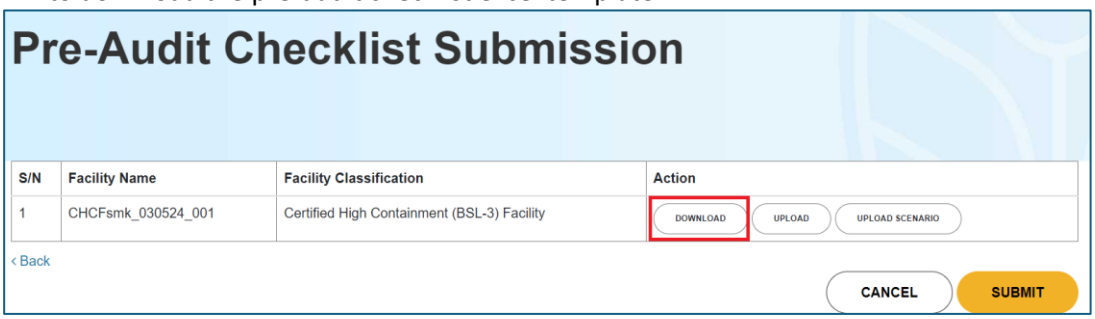
2. The message content will be displayed. Click the **here** hyperlink to submit the pre-audit checklist.



Alternatively, click the **Applications** tab, select **Submit Checklist** from the **Actions** dropdown for the task with status **Pending Checklist Submission**.



3. The system will redirect to the **Pre-Audit Checklist Submission** page. Click **DOWNLOAD** to download the pre-audit checklist excel template.



4. **Open** the downloaded **Pre-Audit Checklist** excel template.

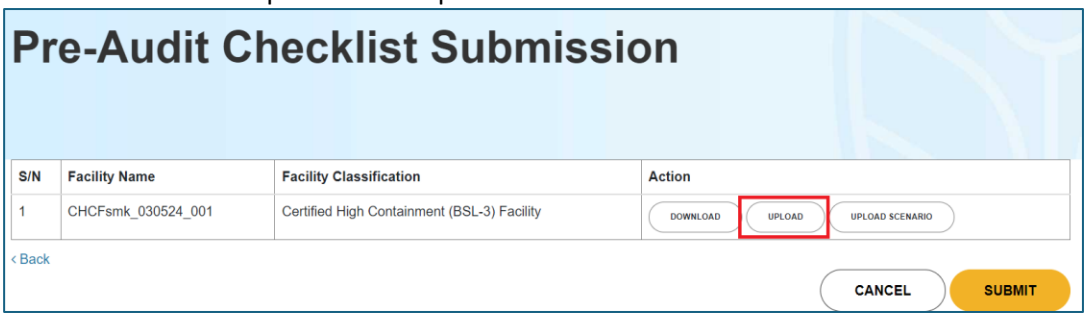
	Item	Cat Score	Score Awarded	Remarks (include details to substantiate score awarded)
Emergency Response Plan & Protocol (40 points)				
1	***The facility has an updated ERP and protocol, comprised of***	***40***		
1.1	Site / Plan layout diagrams	2		
1.2	A map illustrating emergency control points (e.g. FERT assembly point, evacuee assembly point, first aid point)	2		
1.3	The emergency contact list that is known and easily accessible by all staff (supervisor, security at counter, 995 and nearby emergency medical provider)	3		
1.4	The list of FERT member	3		
1.5	The list of case scenario and SOP to deal with the scenario	10		
1.6	The activation procedure	5		
1.7	The ERP and protocol is reviewed and approved by the authority	5		
1.8	The ERP and protocol have been tested and shown to be practical (please specify date)	10		
Equipment Readiness and Maintenance Records (30 points)				
2	***The following equipment/materials are available, sufficient and well maintained***	***30***		
2.1	Fire suppression equipment (e.g. fire extinguishers, hoses)	5		
2.2	Spill kit – Biological (e.g. tongs, forceps, absorbent towels, biohazard bags)	5		
2.3	Personal protective equipment (e.g. respiratory protection, gloves, boot covers, protective clothing suits, mucosa protection)	5		
2.4	Disinfectant	5		
2.5	Rescue equipment (e.g. stretchers, transfer blanket, first aid box)	5		
2.6	Communication equipment	5		
Training Records (30 points)				
3	***The following training records are available***	***30***		
3.1	For FERT	10		
3.2	For personnel handling the scheduled agents	8		
3.3	For supporting staff who may access the facility but not handle the scheduled agents (e.g. for facility maintenance, housekeeping)	7		
3.4	The facility has a regular training program or refresher program for the FERT and personnel working in the facility	5		

Sheet1

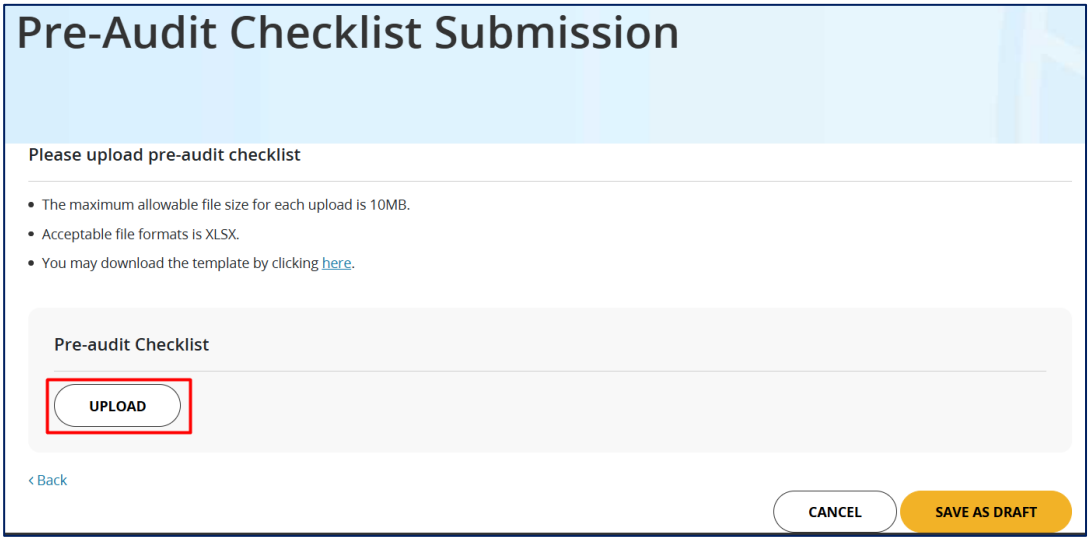
5. **Fill** the **Score Awarded** and **Remarks** (include details to substantiate the score awarded). **Save** the excel document.
   *Note: The **Cat Score** denotes the maximum score for the checklist item. The **Score Awarded** for the first checklist item in each section is to be computed by tallying the **Score Awarded** for the rest of the items in the section.*

	Item	Cat Score	Score Awarded	Remarks (include details to substantiate score awarded)
Emergency Response Plan & Protocol (40 points)				
1	***The facility has an updated ERP and protocol, comprised of***	***40***	**35**	Sample comments
1.1	Site / Plan layout diagrams	2	2	Sample comments
1.2	A map illustrating emergency control points (e.g. FERT assembly point, evacuee assembly point, first aid point)	2	2	Sample comments
1.3	The emergency contact list that is known and easily accessible by all staff (supervisor, security at counter, 995 and nearby emergency medical provider)	3	1	Sample comments
1.4	The list of FERT member	3	2	Sample comments
1.5	The list of case scenario and SOP to deal with the scenario	10	10	Sample comments
1.6	The activation procedure	5	3	Sample comments
1.7	The ERP and protocol is reviewed and approved by the authority	5	5	Sample comments
1.8	The ERP and protocol have been tested and shown to be practical (please specify date)	10	10	Sample comments
Equipment Readiness and Maintenance Records (30 points)				

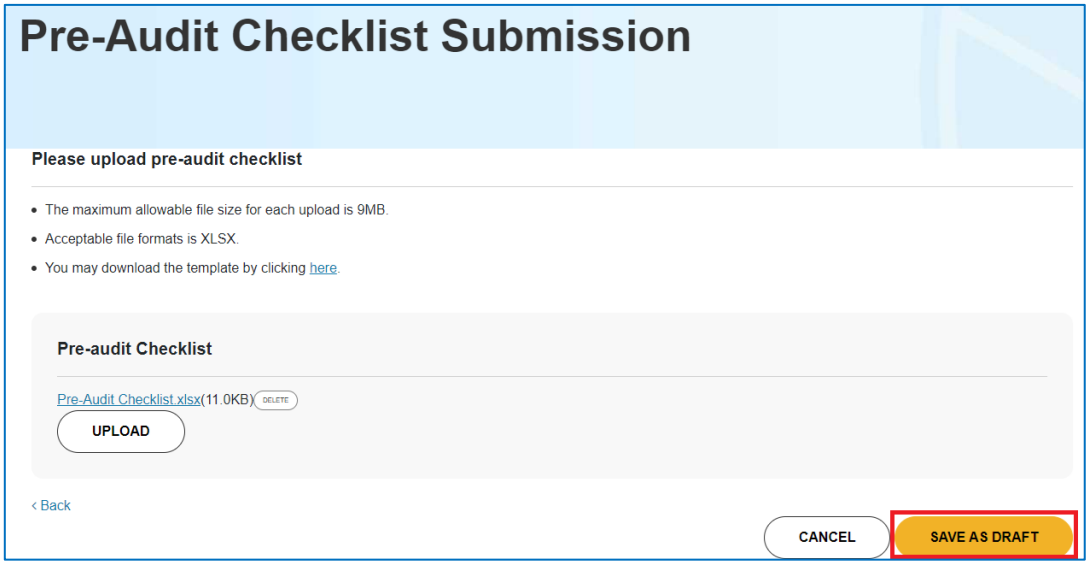
6. Click **UPLOAD** to upload the completed excel checklist.



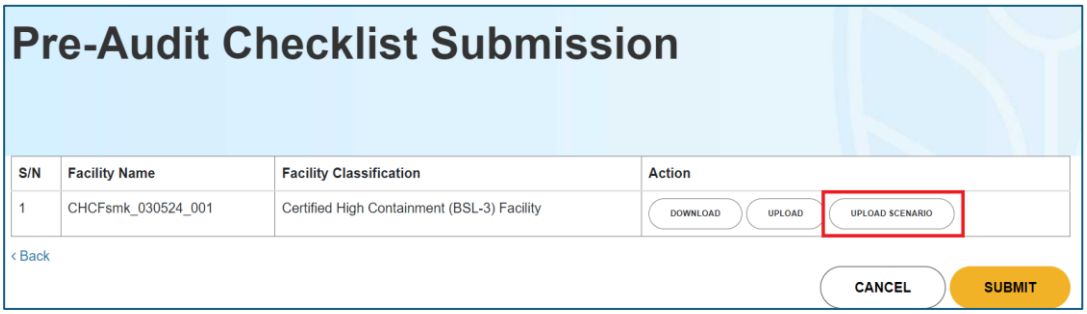
7. Click **UPLOAD** and select the completed excel checklist.



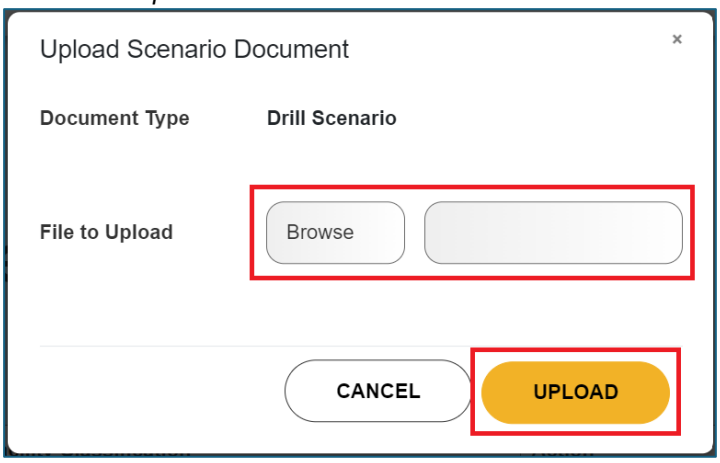
8. Click **SAVE AS DRAFT** to return to the **pre-audit checklist submission** page.



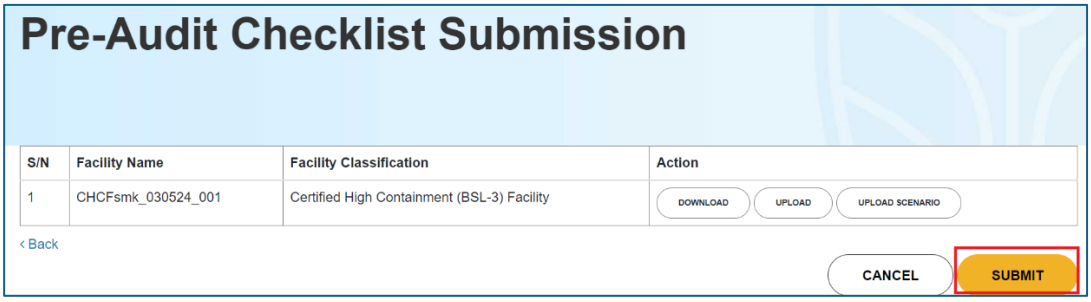
9. Click **UPLOAD SCENARIO**.



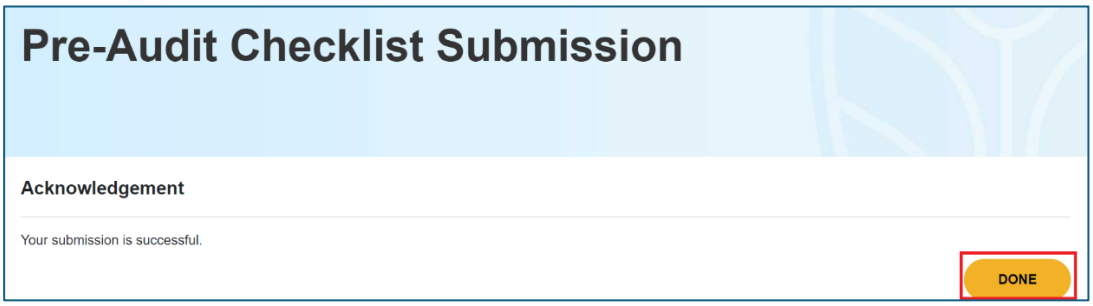
10. Click **Browse** to select the **Drill Scenario** document and click **UPLOAD**.
Note: Facility shall submit the planned scenario for the emergency response drill along with the pre-audit checklist.



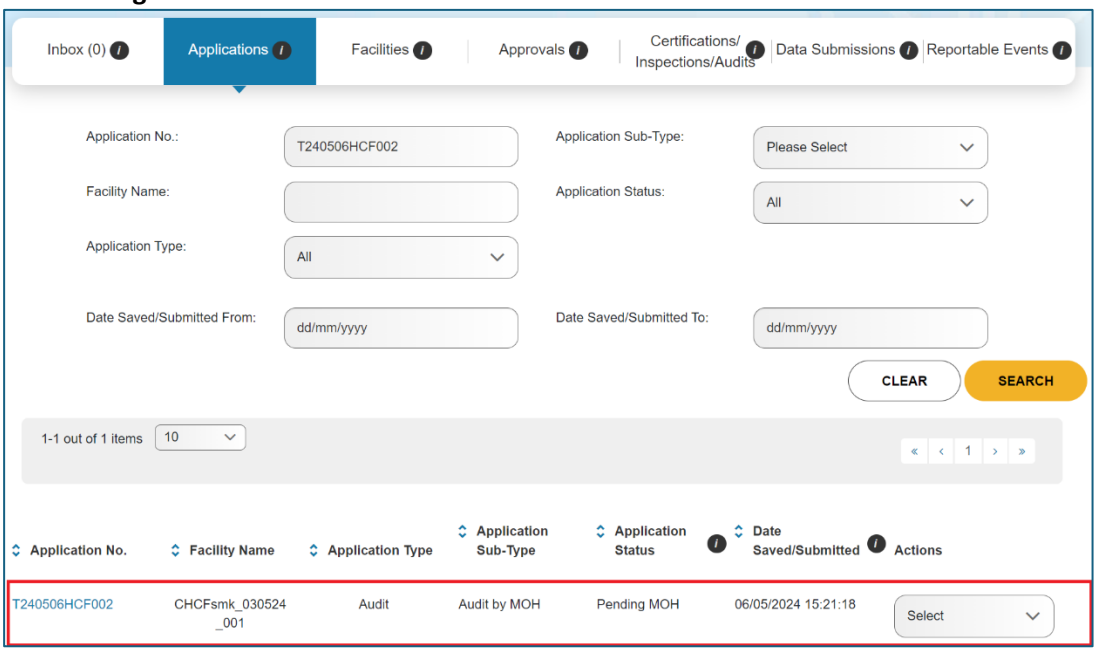
11. System will redirect to the **Pre-Audit Checklist Submission** page. Click **SUBMIT**.



12. Upon successful submission, an **Acknowledgement** message will be displayed. Click **DONE** to return to the **Dashboard**.



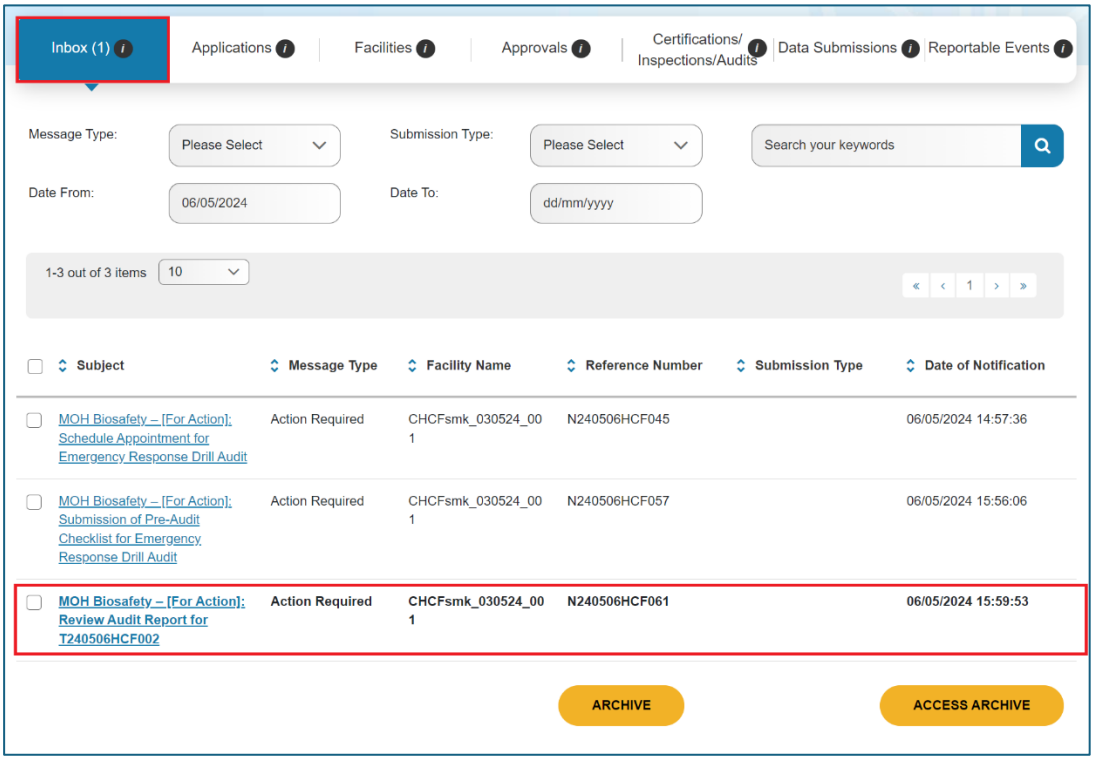
13. From the **Dashboard**, click the **Applications** tab. Verify that the status of the audit task is **Pending MOH**.



3.1.3. Stage 3: Submit Response after Review of Draft Audit Report

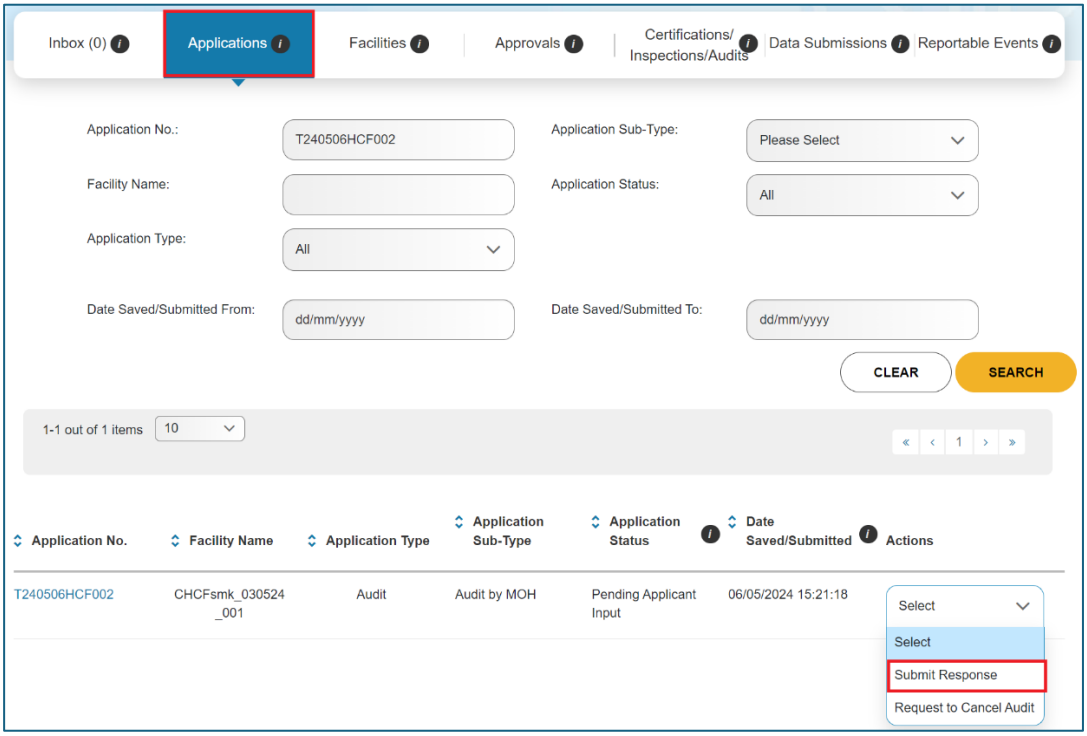
This section describes the steps to submit a response after reviewing the draft audit report following audit by MOH. The focus of the review is to ensure the accuracy and completeness of the information captured.

1. The facility receives a **notification** to review the (draft) **audit report** with **Message Type: Action Required.** From the **Inbox**, click the **Subject** hyperlink.

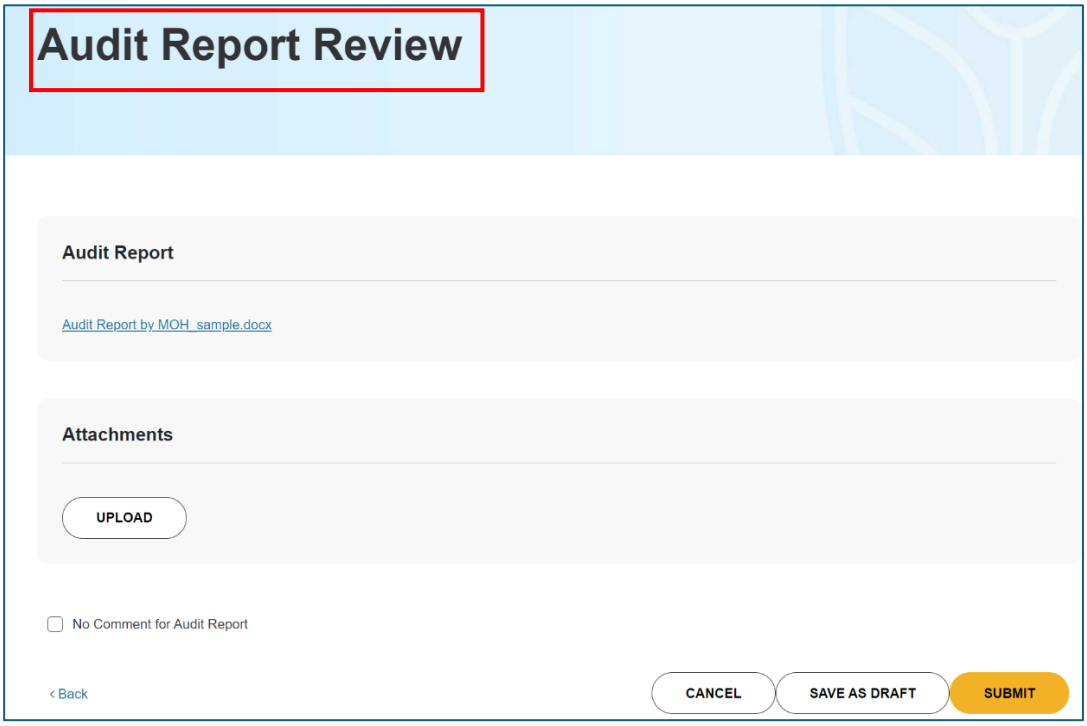


2. The message content will be displayed. Click the **here** hyperlink to review the draft audit report.

Alternatively, click the **Applications** tab, select **Submit Response** from the **Actions** dropdown for the audit task with status **Pending Applicant Input**.

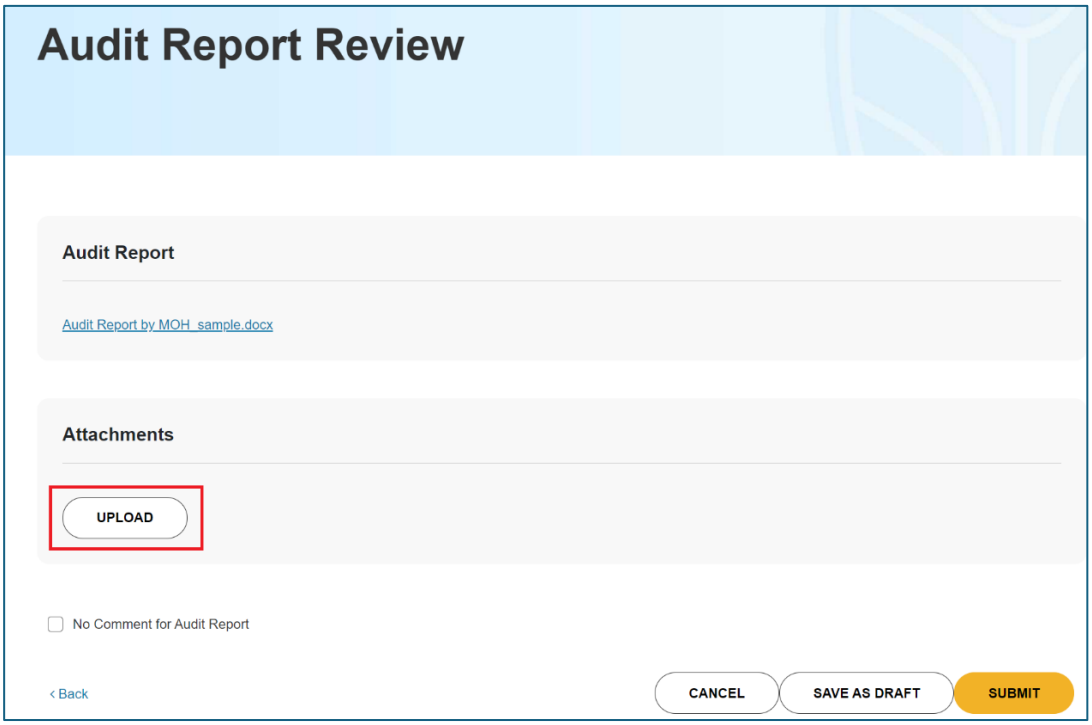


3. System will redirect to the **Audit Report Review** page.

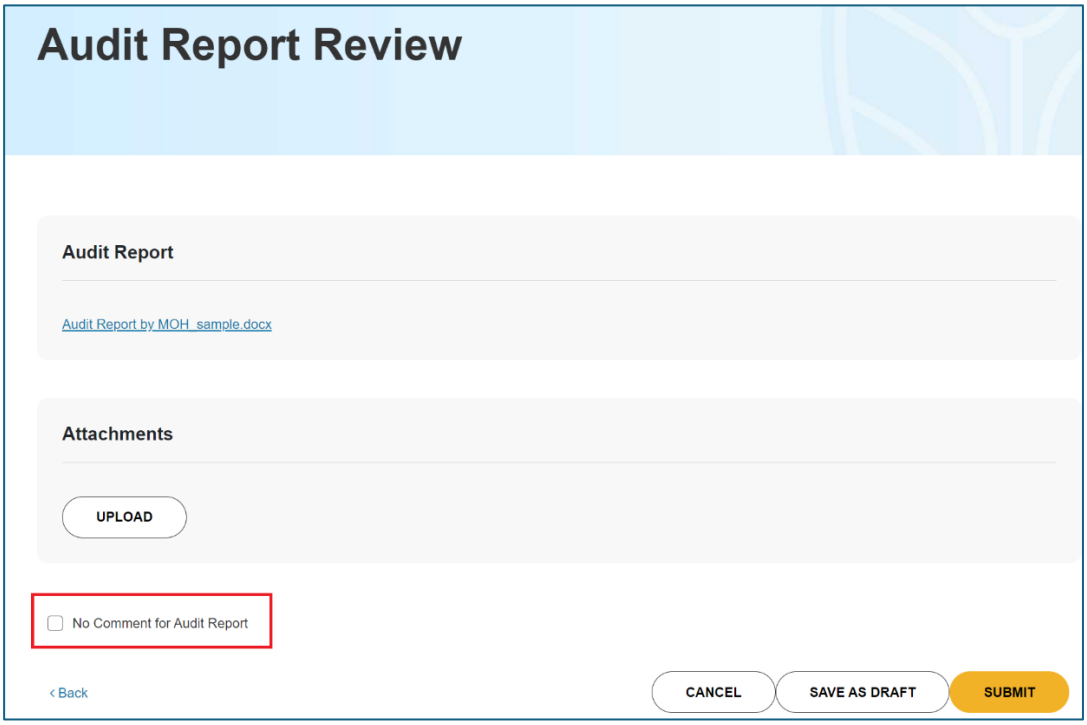


4. Click the **file** hyperlink under **Audit Report** to download the draft audit report for review. Insert comments in the downloaded audit report and save an updated copy of the audit report containing the comments, where applicable. Proceed to step 6 directly if the facility has no comments on the audit report.

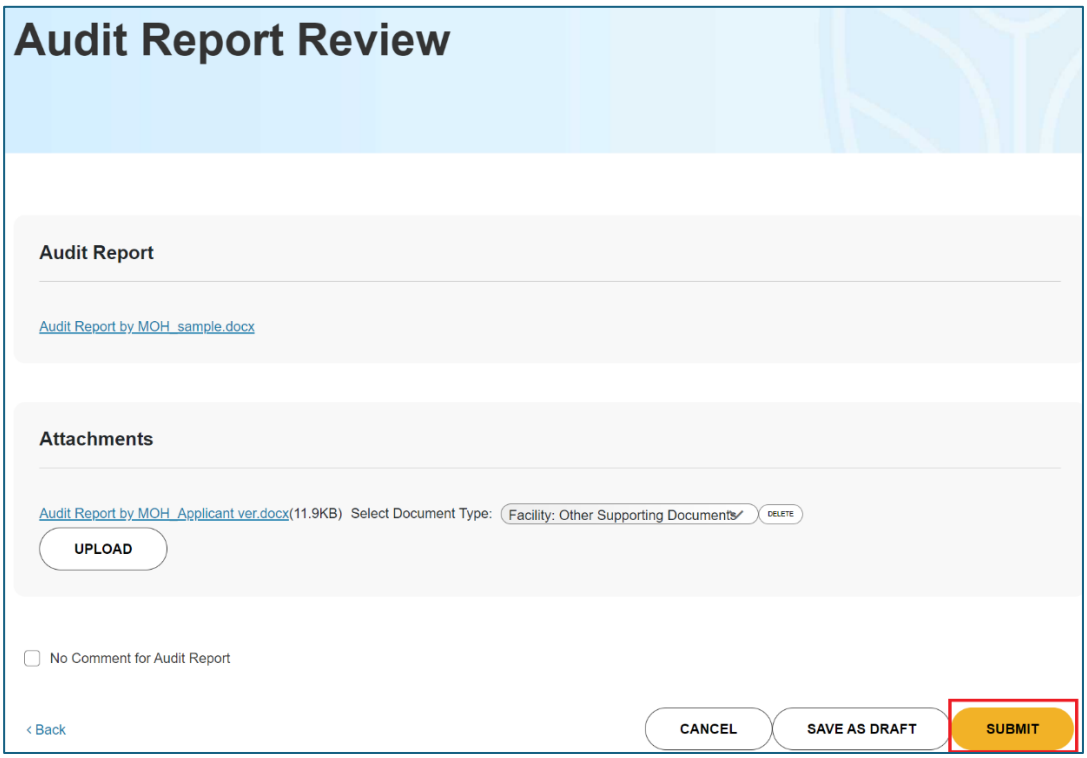
5. Click **UPLOAD** to select and upload the updated copy of the audit report containing the comments.
   Note: Save as Draft can be used to save the uploaded document without submitting, if needed.



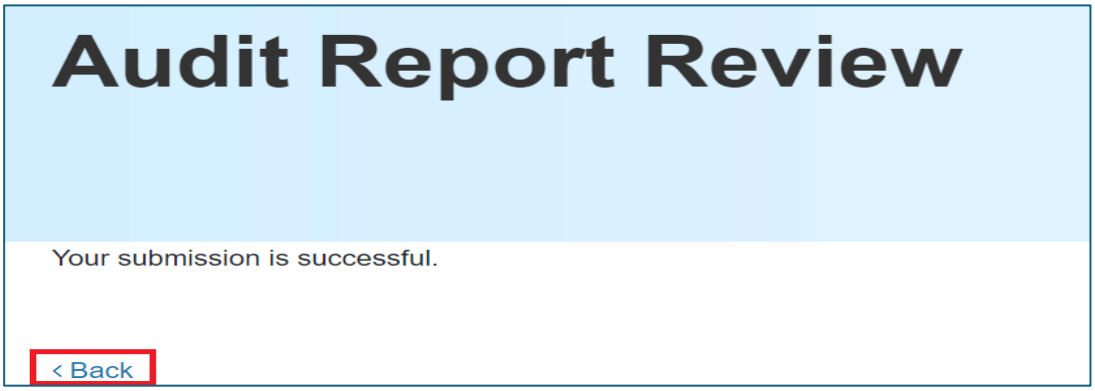
6. If there are no comments on the audit report, **mark** the checkbox for **No Comment for Audit Report**.



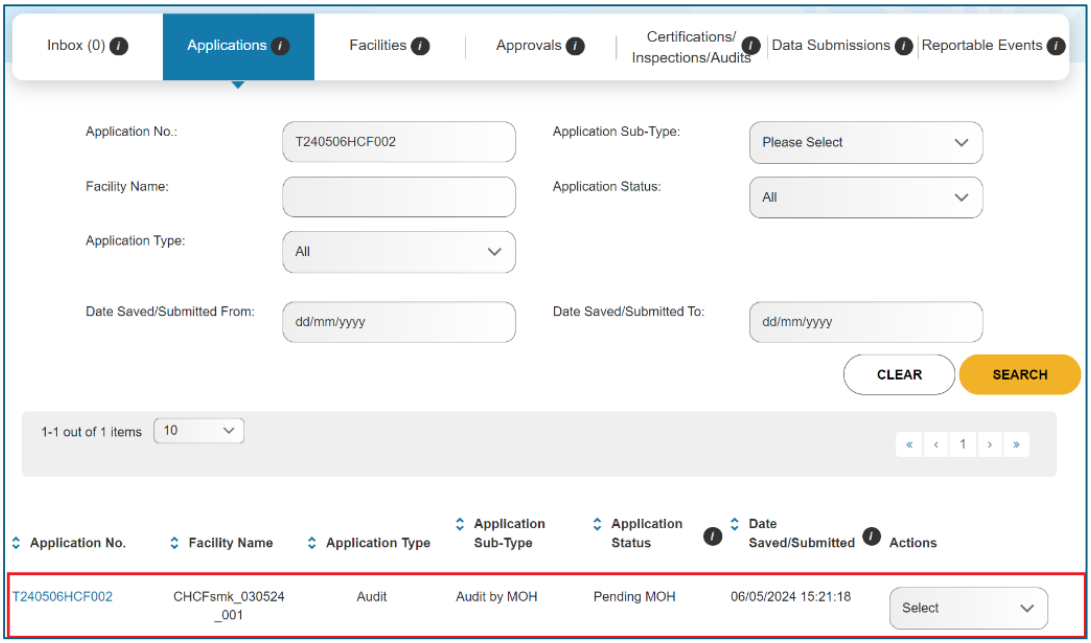
7. Click **SUBMIT.**



8. Upon successful submission, an **Acknowledgement** message will be displayed. Click **Back** to return to the **Dashboard**.



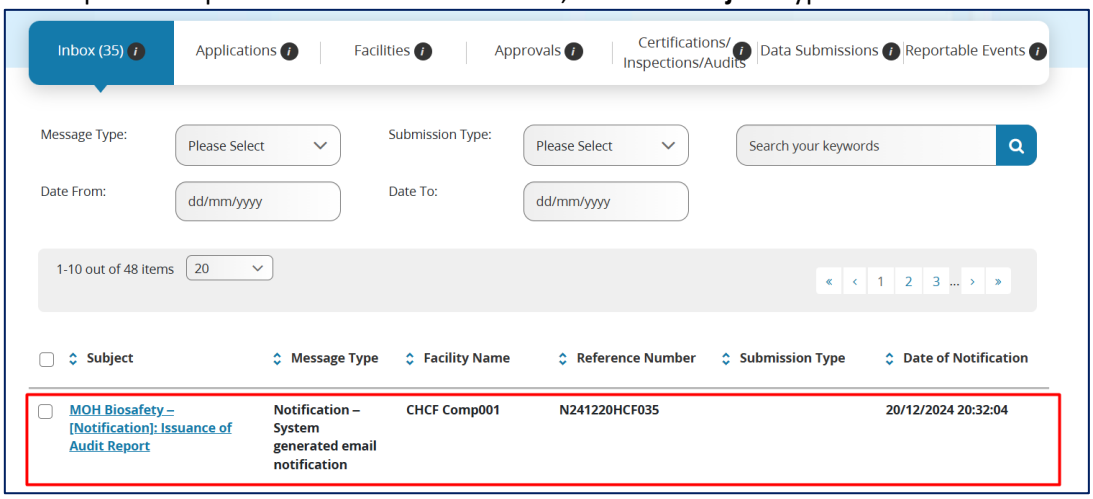
9. From the **Dashboard**, click the **Applications** tab. Verify that the status of the audit task is **Pending MOH**.



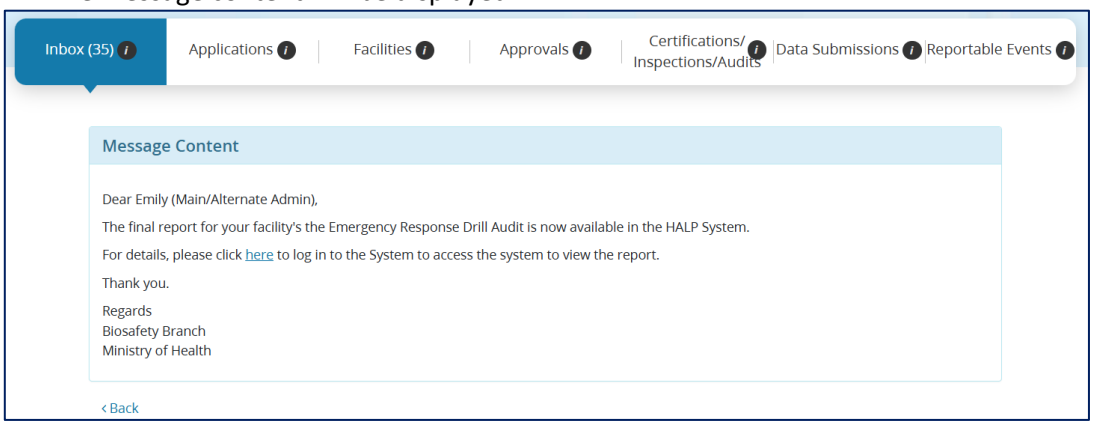
3.1.4. Stage 4: Retrieve Final Audit Report

This section describes the steps to retrieve the final audit report.

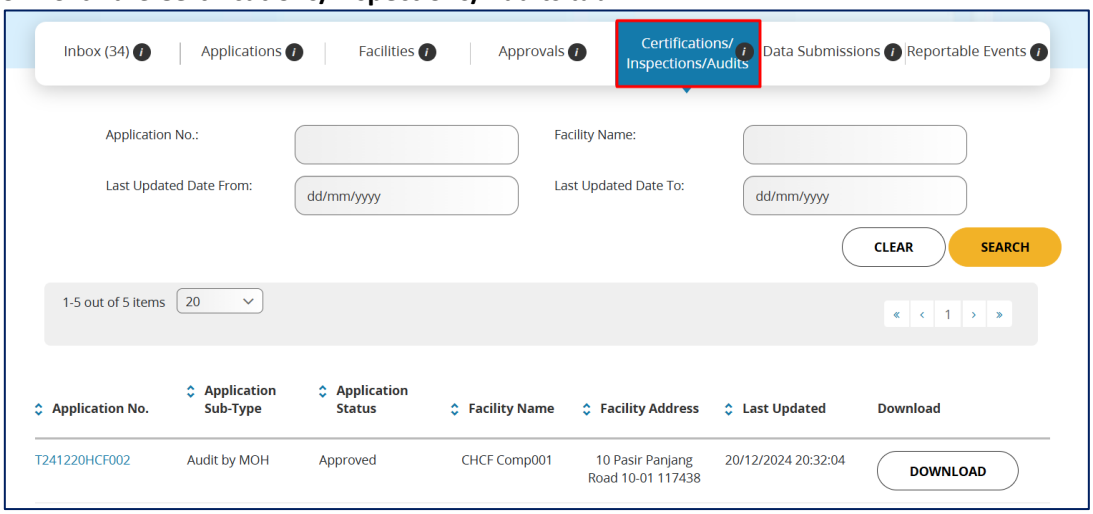
1. The facility receives a **notification** with **Message Type: Notification** that the final inspection report is issued. From the **Inbox**, click the **Subject** hyperlink.



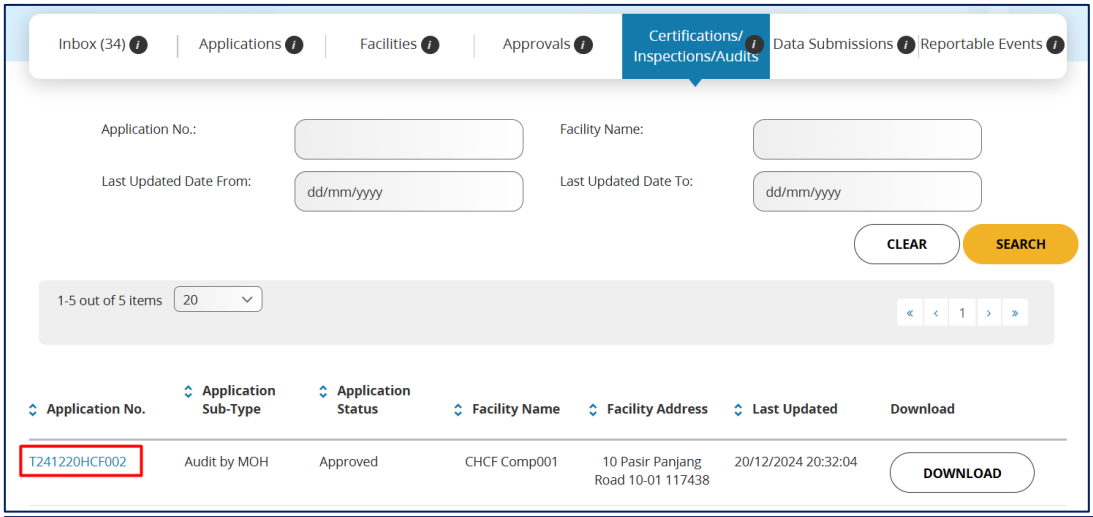
2. The message content will be displayed.

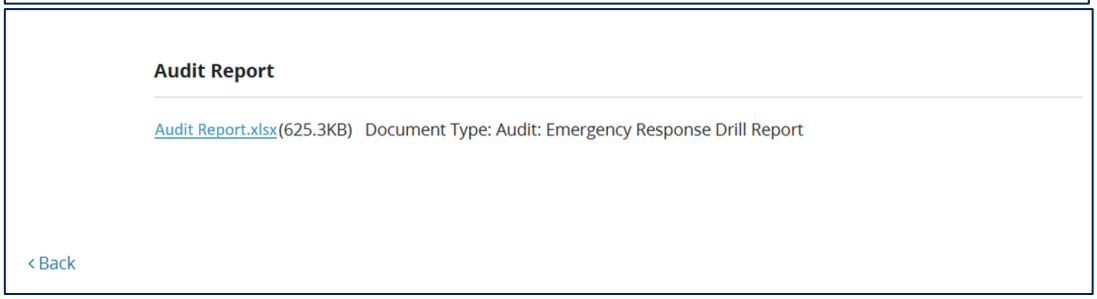


3. Click the **Certifications/Inspections/Audits** tab.

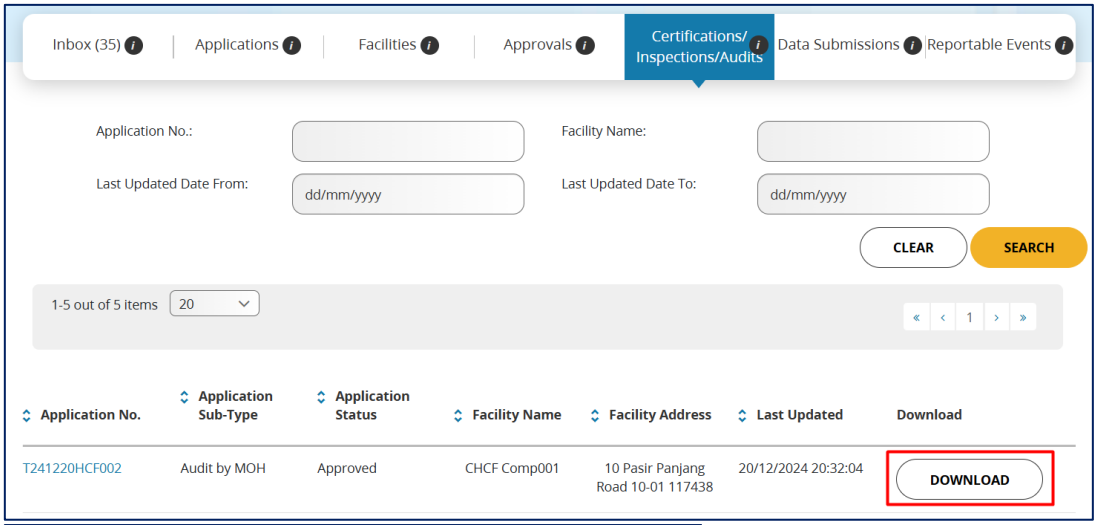


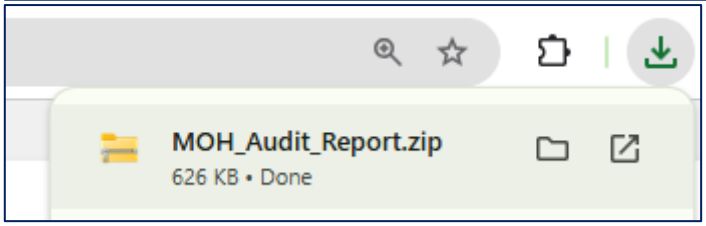
4. Click the **Application No.** hyperlink to view the final audit report.





5. Click **Download** to download the report.

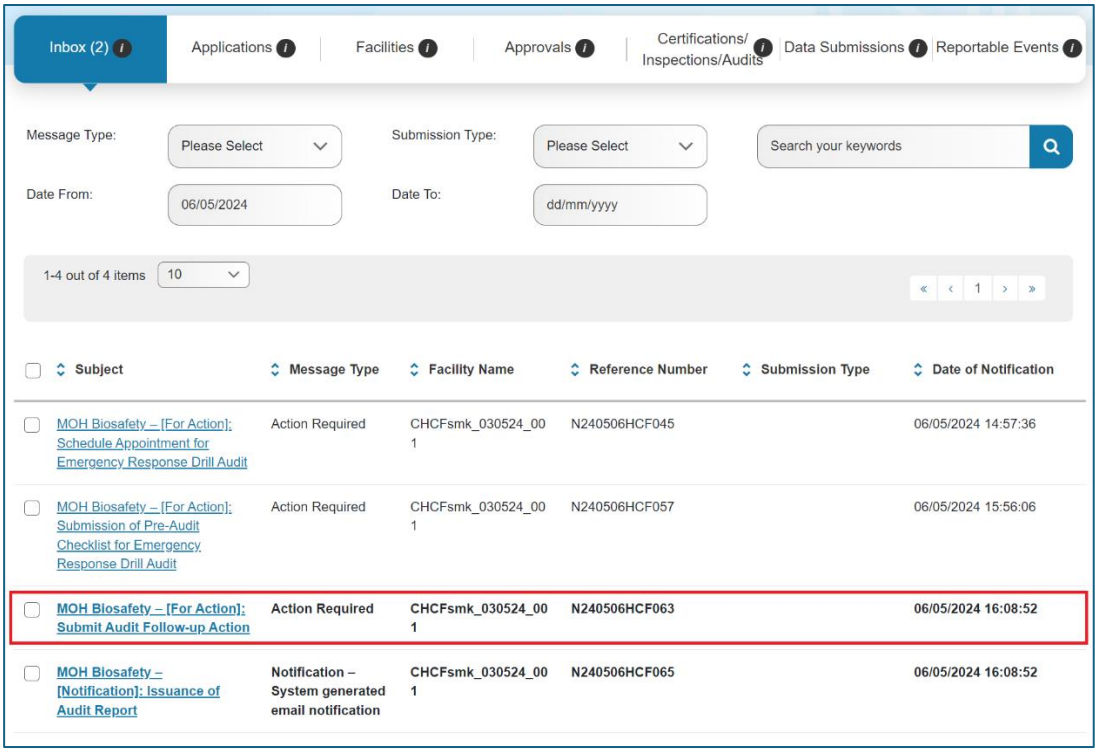




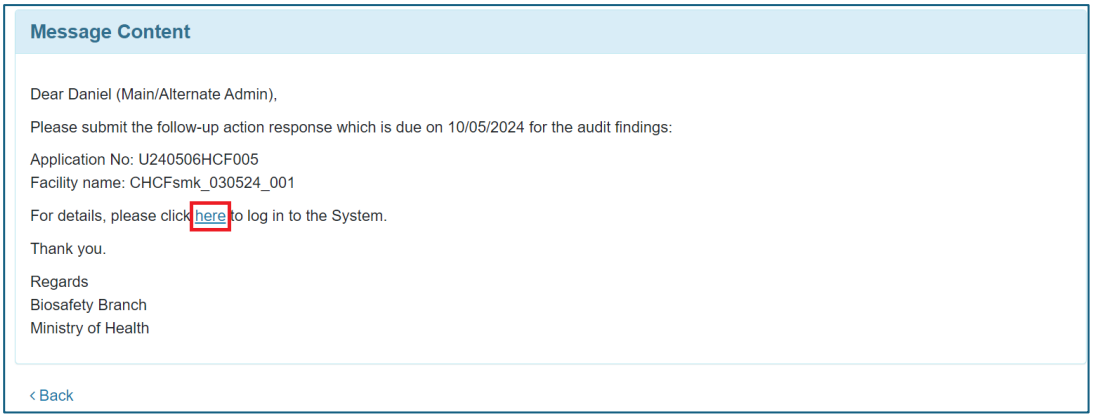
3.1.5. Stage 5: Submit Information on Follow-up Action for Audit Findings

This section describes the steps to submit details related to the follow-up actions taken by the facility to address findings identified during audit by MOH.

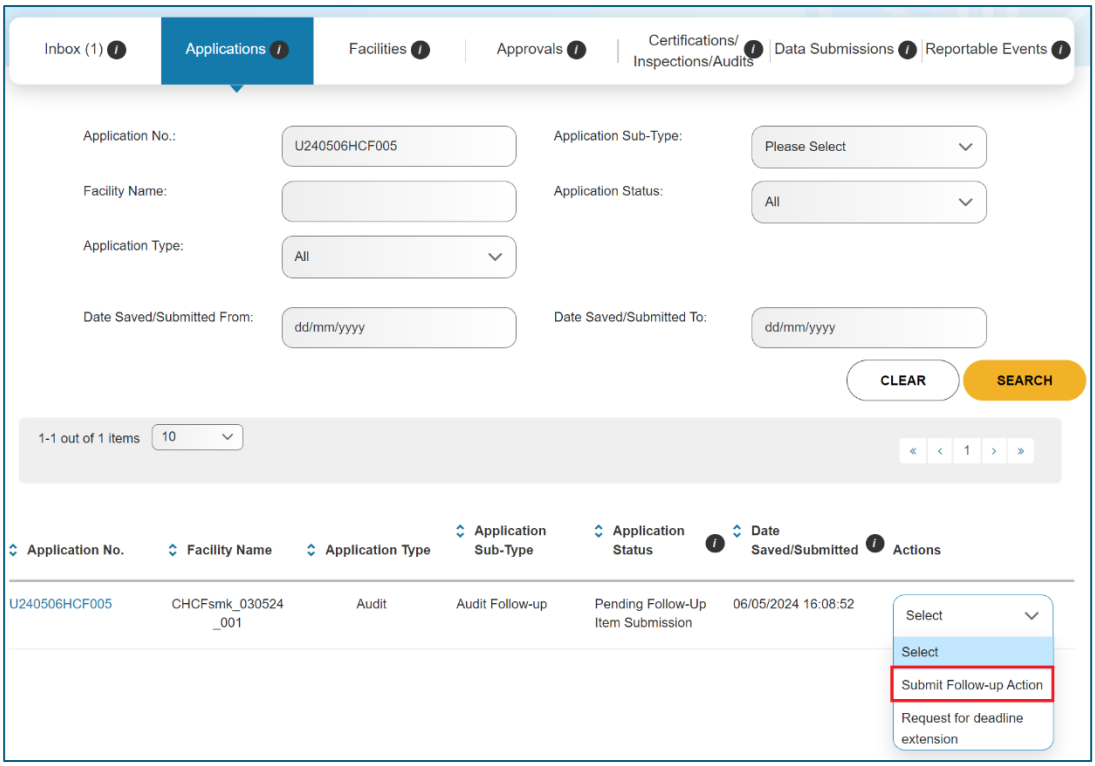
1. The facility receives a notification to submit the information related to **follow-up action** for audit findings with the **Message Type: Action Required.** From the **Inbox**, click the **Subject** hyperlink.



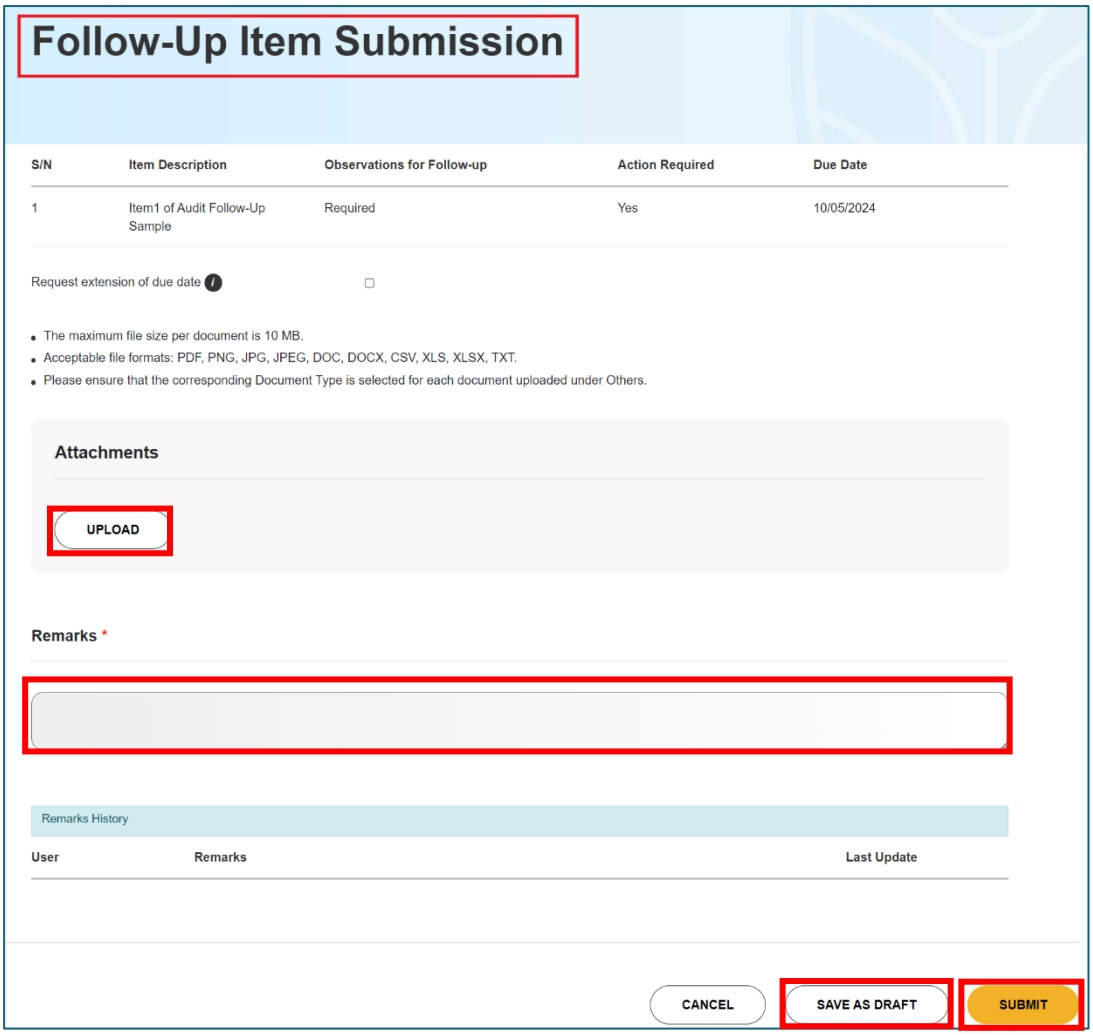
2. The message content will be displayed. Click the **here** hyperlink to submit the information related to the follow-up action.



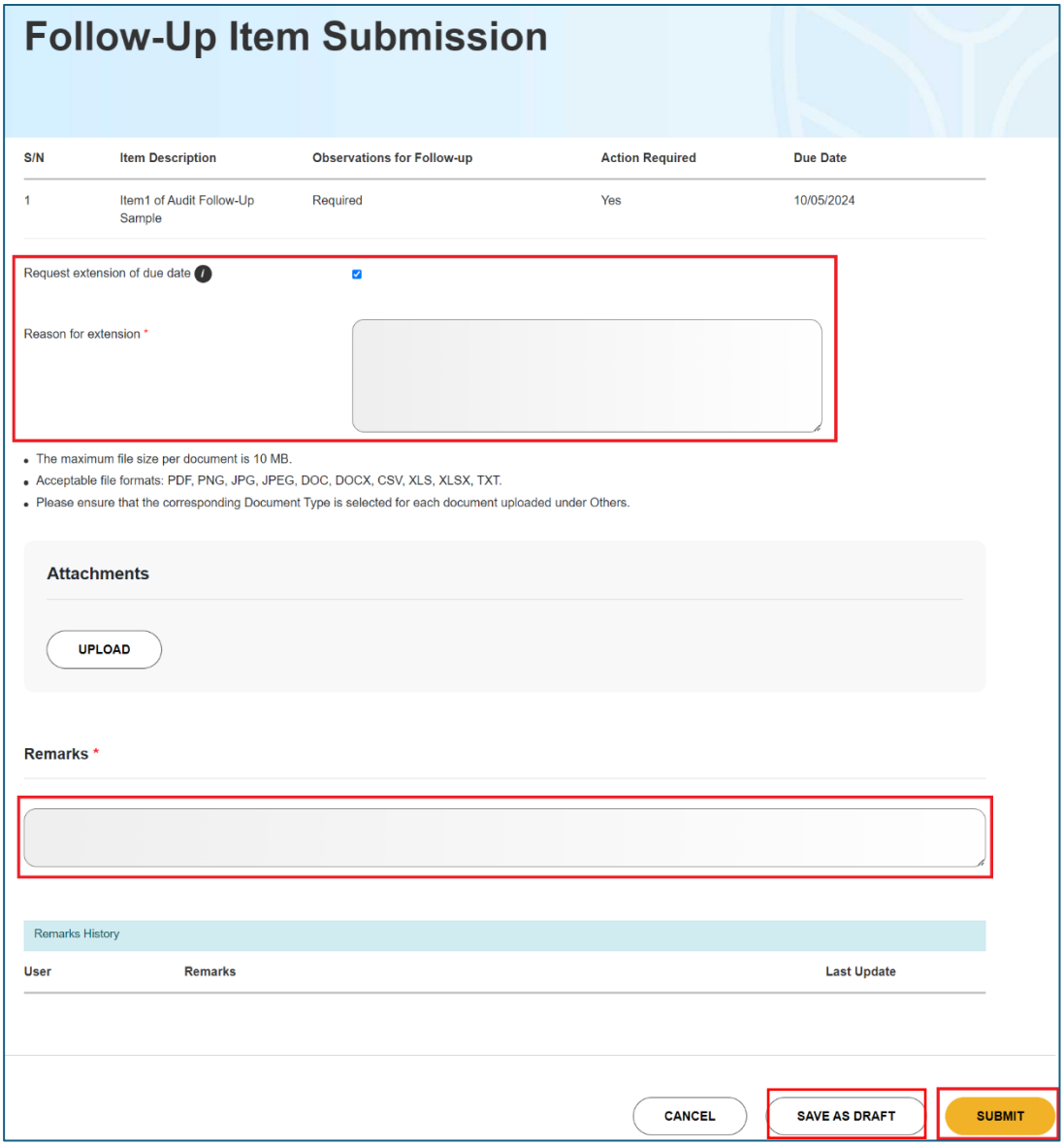
Alternately, click the **Applications** tab, **search** for the follow up action task (application status: **Pending Follow-Up Item Submission**) and select **Submit Follow-up Action** from the **Actions** dropdown**.**



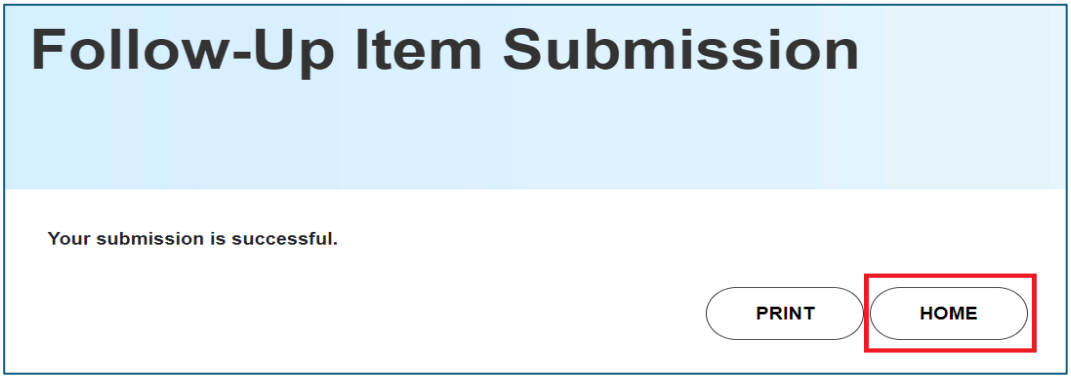
3. The system will redirect to **Follow-Up Item Submission** page. **Click UPLOAD** to upload the relevant supporting document and **enter Remarks**. Click **SAVE AS DRAFT** at any point to save progress. **Click SUBMIT** to submit the response to MOH for review.



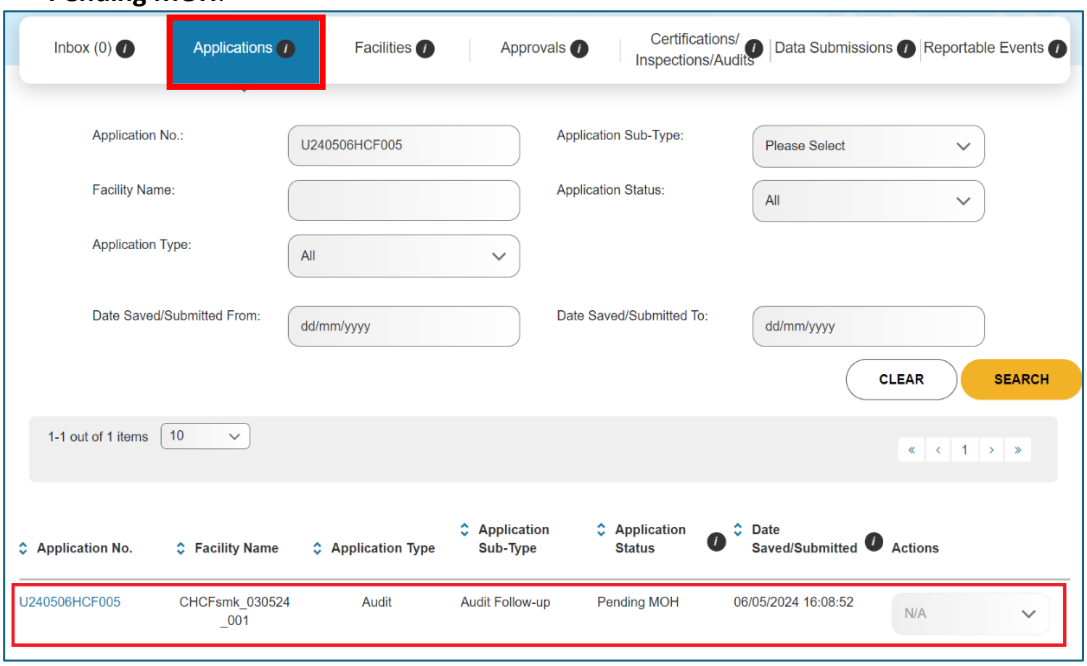
4. If the facility is unable to complete the necessary follow-up by the specified due date, **select Request extension of due date checkbox** and **enter Reason** for requesting the extension and the expected date when the follow-up will be completed. Click **UPLOAD** to select and upload relevant supporting documents and **enter Remarks**. Click **SAVE AS DRAFT** at any point to save progress. Click **SUBMIT** to submit the completed form.
Note: The request for extension of due date is subject to approval by MOH.



5. Upon successful submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard**.



6. From the Dashboard, click the **Applications** tab. Verify that the status of the audit task is **Pending MOH**.



3.2. Facility Self-Audit

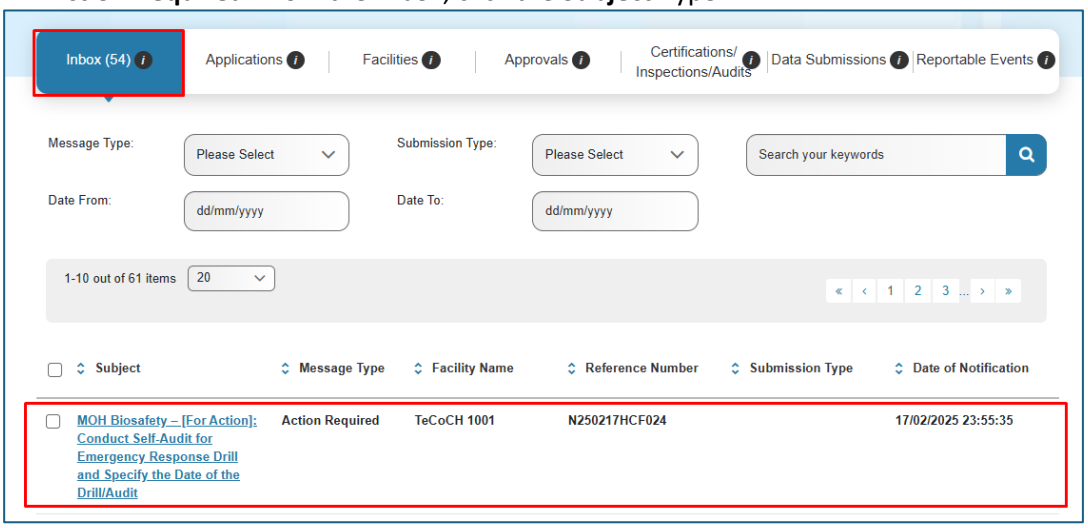
This section describes the steps to submit information related to facility self-audit at the following stages:

a. Stage 1: Indicate Self-Audit Date
b. Stage 2: Submit Self-Audit Report Submission

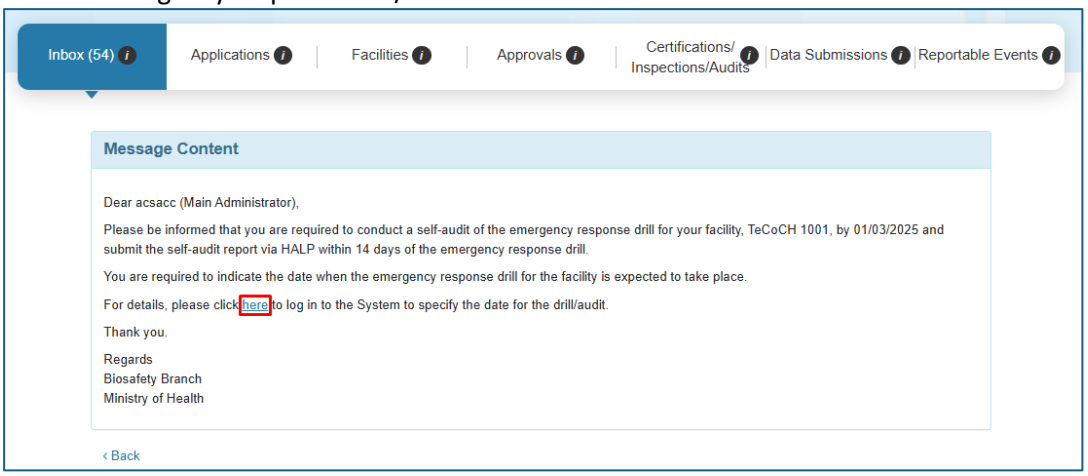
3.2.1. Stage 1: Indicate Self-Audit Date

This section describes the steps to indicate the planned audit date when self-audit is indicated.

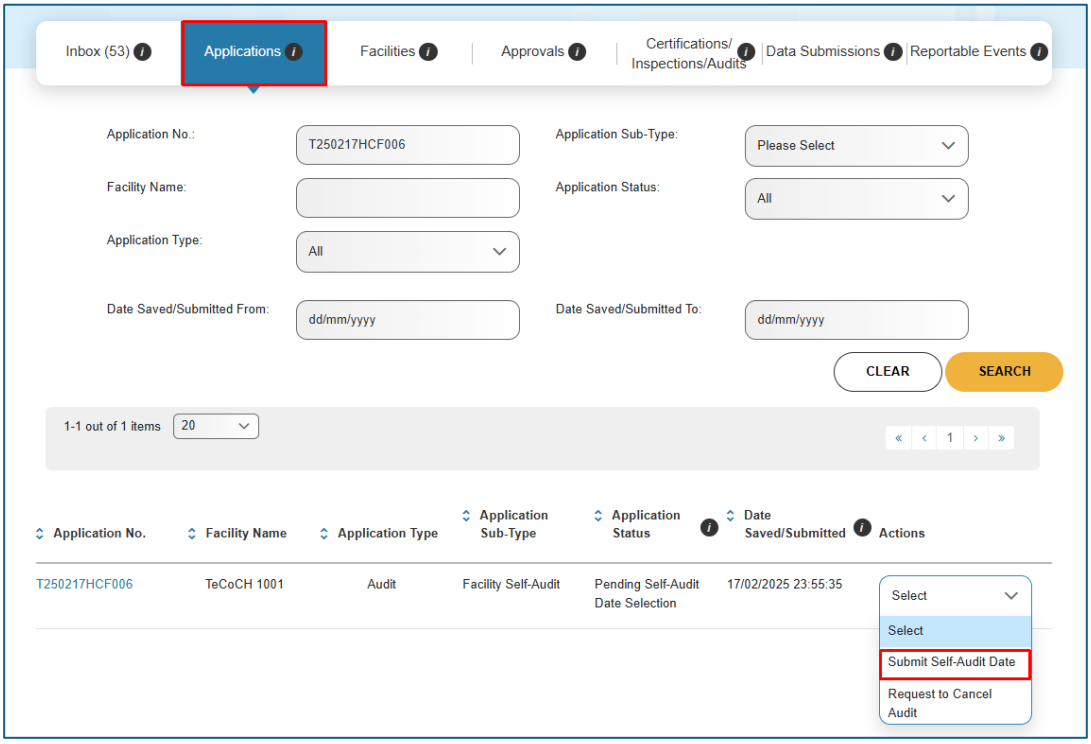
1. The facility receives a **notification** to submit the self-audit date with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



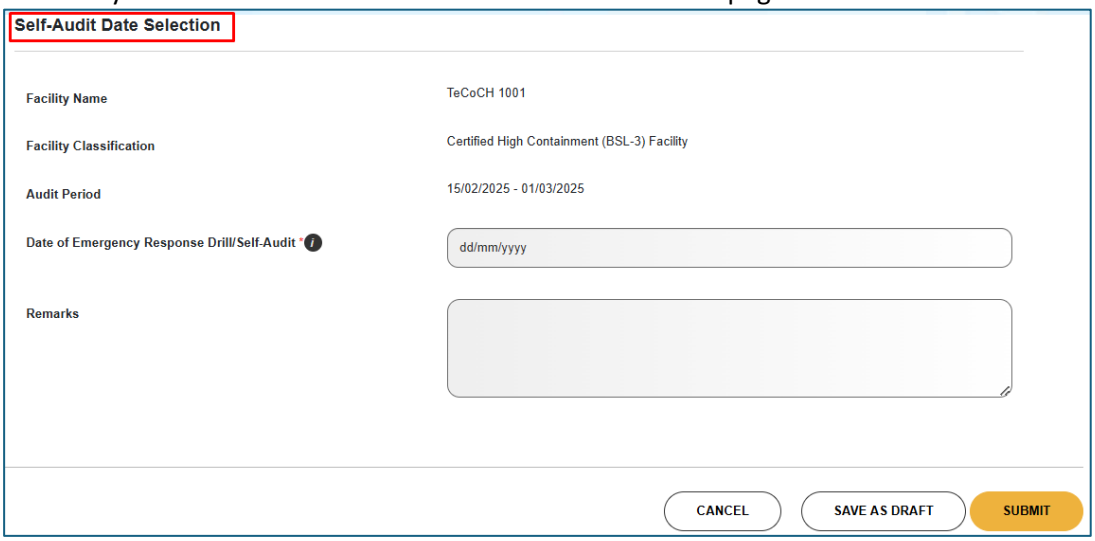
2. The message content will be displayed. Click the **here** hyperlink to specify the date for the emergency response drill/self-audit.



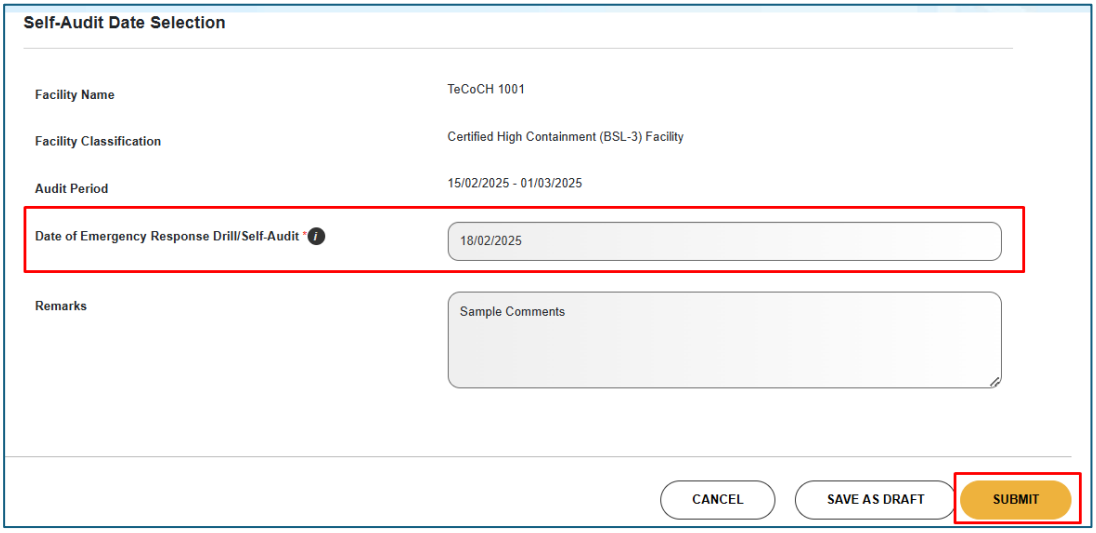
Alternatively, click the **Applications** tab, select **Submit Self-Audit Date** from the **Actions** dropdown for the task with status **Pending Self-Audit Date Selection**.



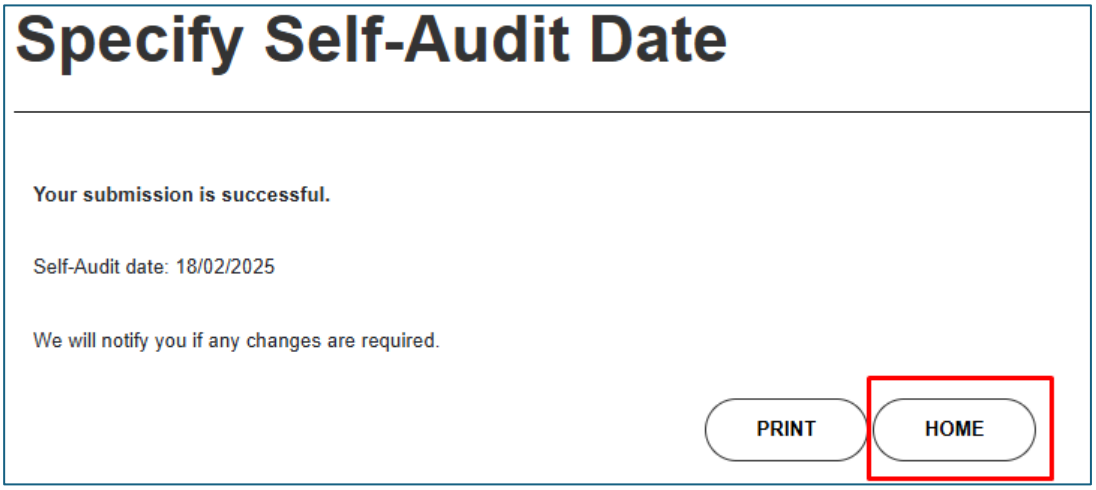
3. The system will redirect to the **Self-Audit Date Selection** page.



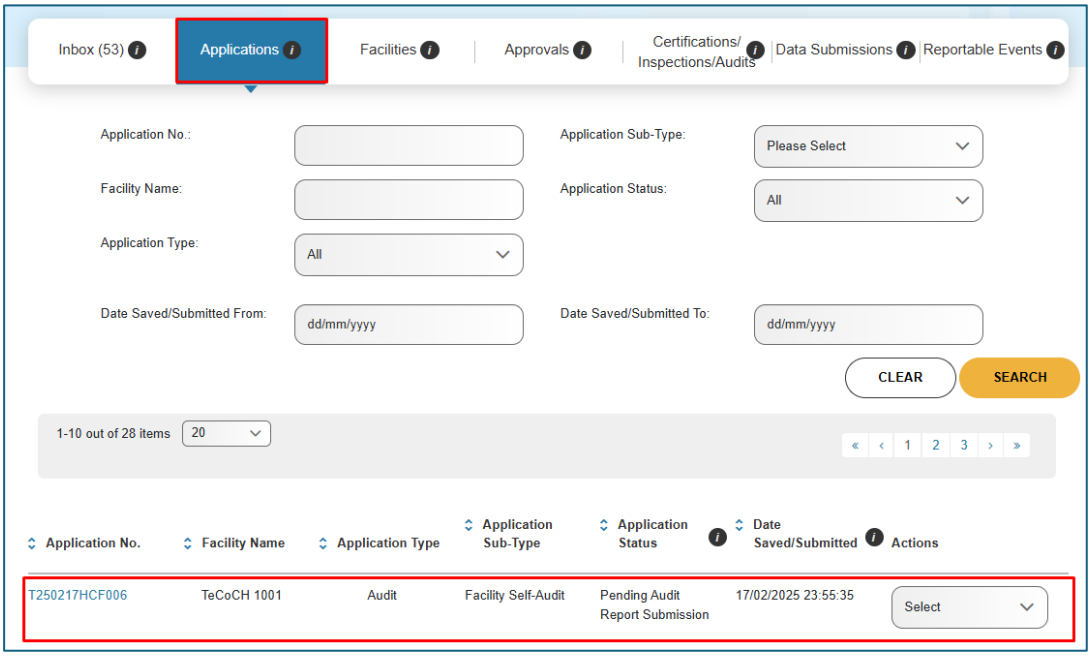
4. **Enter** the **Date of Emergency Response Drill/Self-Audit. Enter Remarks,** if applicable. Click **SUBMIT.**



5. Upon successful submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard**.



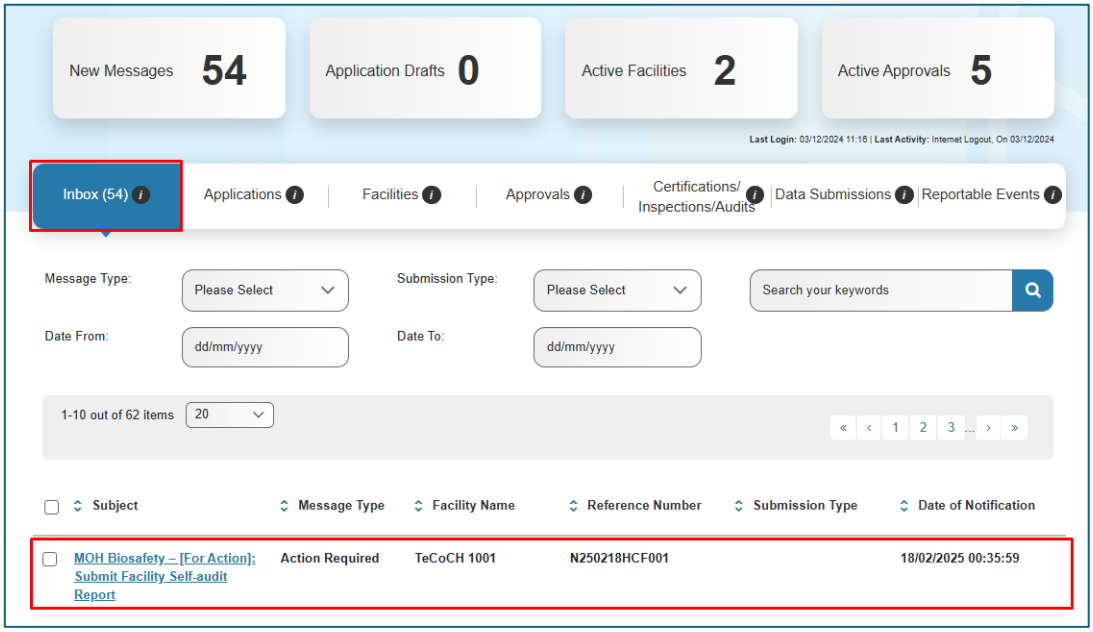
From the **Dashboard**, click the **Applications** tab. Verify that the status of the audit task is **Pending Audit Report Submission**.



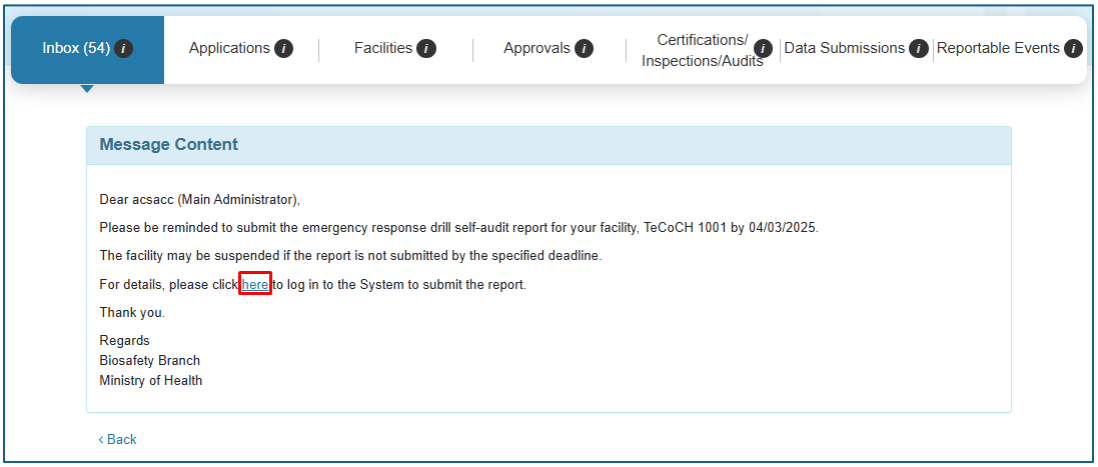
3.2.2. Stage 2: Submit Self-Audit Report Submission

This section describes the steps to submit the self-audit report. The facility shall submit the self-audit report within 14 days of the self-audit to avoid suspension of the facility and corresponding approvals.

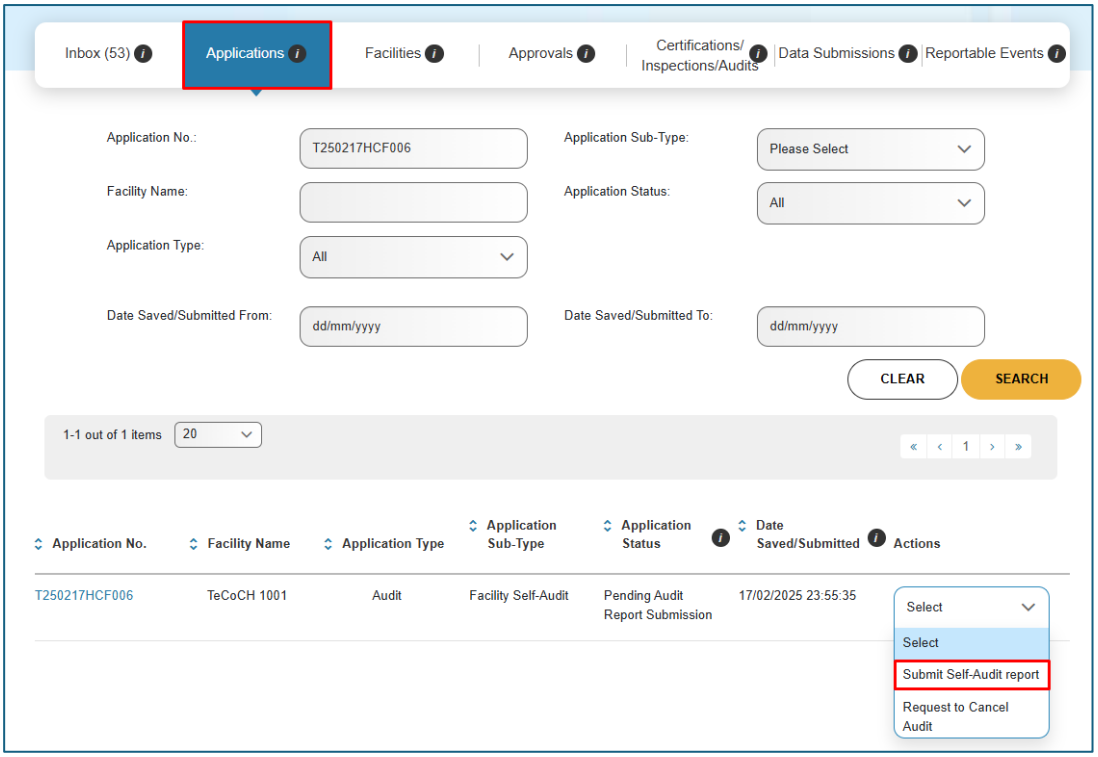
1. The facility receives a notification to submit the self-audit report with **Message Type: Action Required**. From the **Inbox**, click the **Subject** hyperlink.



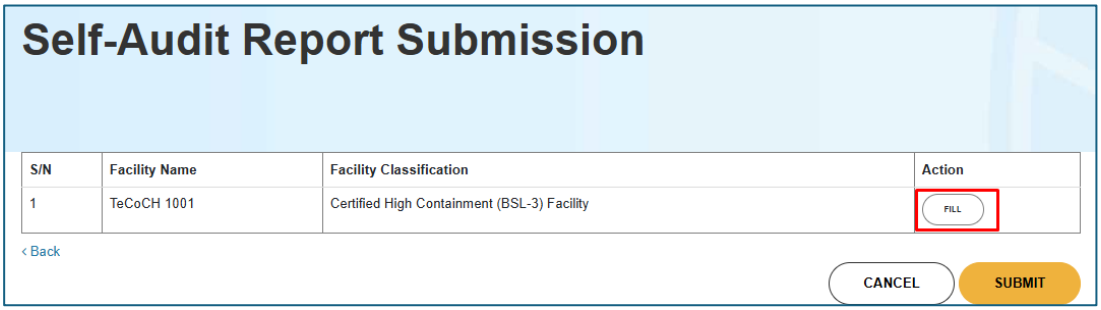
2. The message content will be displayed. Click the **here** hyperlink to submit the self-audit report.



Alternatively, click the **Applications** tab, select **Submit Self-Audit report** from the **Actions** dropdown for the task with status **Pending Audit Report Submission**.



3. The system will redirect to the **Self-Audit Report Submission** page. Click **FILL**.

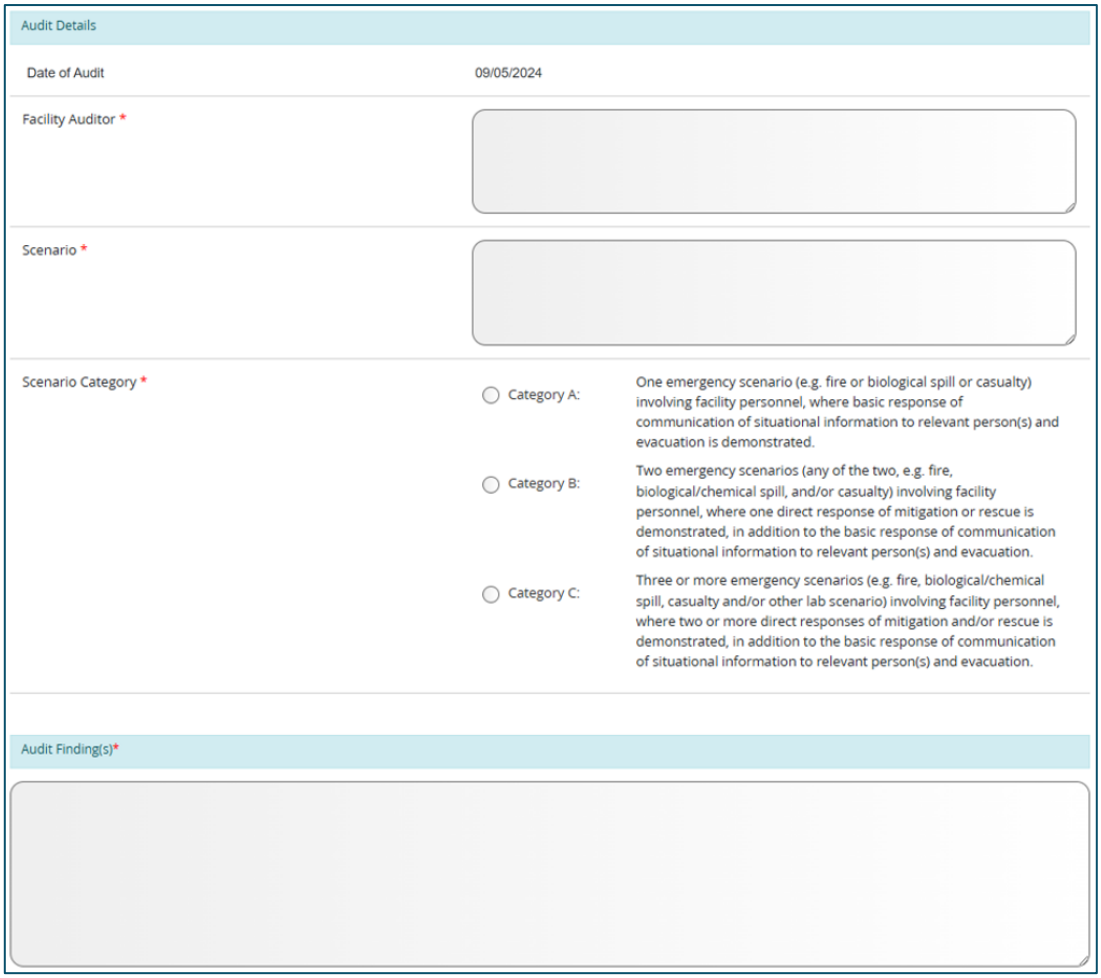


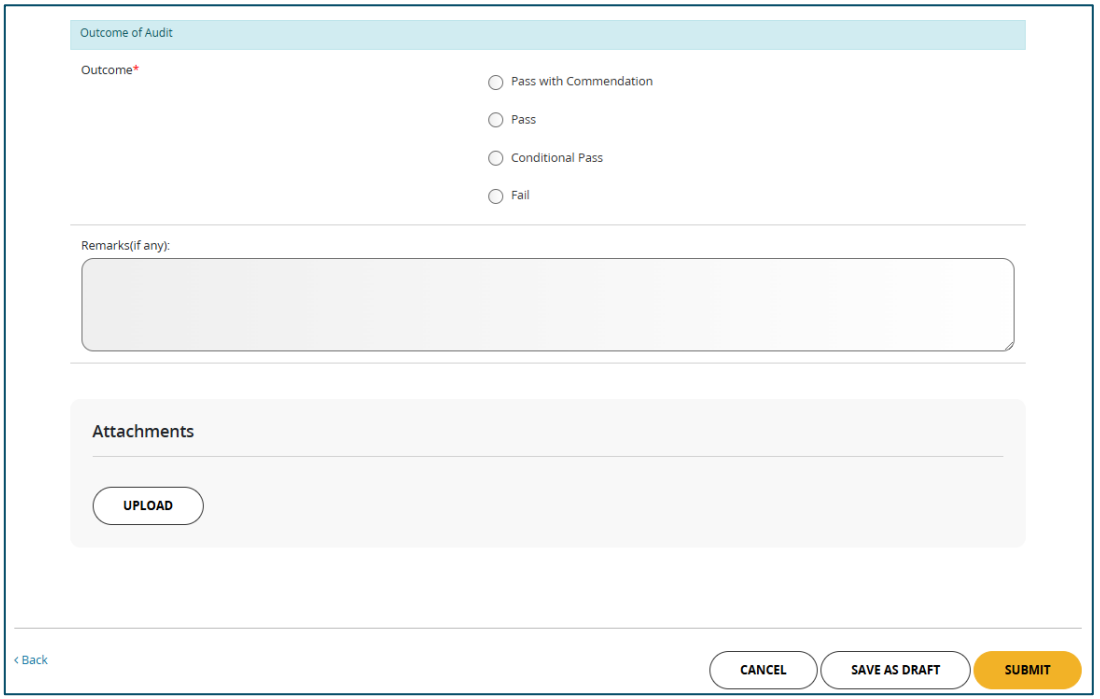
4. The **Self-Audit Report** template will be displayed. Click **SAVE AS DRAFT** at any point to save progress.

Emergency Response Preparedness				
SN	**Item Description**	**Cat Score**	**Score Awarded**	**Remarks (include details to substantiate score awarded)**
Emergency Response Plan & Protocol (40 points)				
1	The facility has an updated the emergency response plan (ERP) and protocol, comprised of*	40		
1.1	Site / Plan layout diagrams*	2		
1.2	A map illustrating emergency control points (e.g. facility emergency response team (FERT) assembly point, evacuee assembly point, first aid point)*	2		
1.3	The emergency contact list that is known and easily accessible by all staff (supervisor, security at counter, 995 and nearby emergency medical provider)*	3		
1.4	The list of FERT member*	3		
1.5	The list of case scenario and standard operation procedures (SOP) to deal with the scenario*	10		
1.6	The activation procedure*	5		
1.7	The ERP and protocol are reviewed and approved by the authority*	5		
1.8	The ERP and protocol have been tested and shown to be practical (please specify date)*	10		

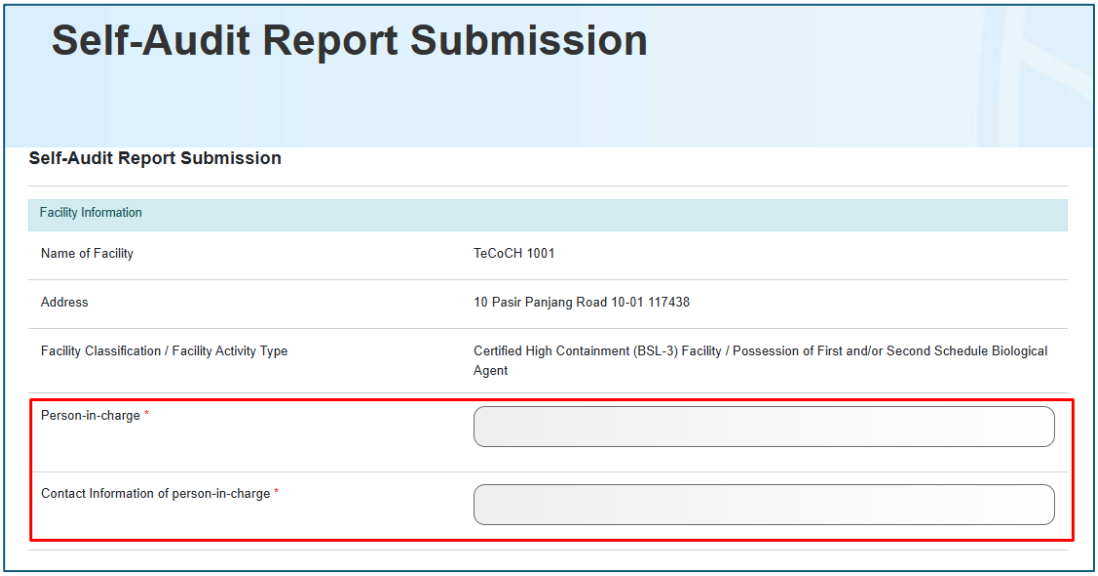
Equipment Readiness and Maintenance Records (30 points)				
2	The following equipment/materials are available, sufficient and well maintained*	30		
2.1	Fire suppression equipment (e.g. fire extinguishers, hoses)*	5		
2.2	Spill kit - Biological (e.g. tongs, forceps, absorbent towels, biohazard bags)*	5		
2.3	Personal protective equipment (e.g. respiratory protection, gloves, boot covers, protective clothing suits, mucosa protection) *	5		
2.4	Disinfectant*	5		
2.5	Rescue equipment (e.g. stretchers, transfer blanket, first aid box) *	5		
2.6	Communication equipment*	5		

Training Records (30 points)				
3	The following training records are available*	30		
3.1	For FERT*	10		
3.2	For personnel handling the scheduled agents*	8		
3.3	For supporting staff who may access the facility but not handle the scheduled agents (e.g. for facility maintenance, housekeeping)*	7		
3.4	The facility has a regular training program or refresher program for the FERT and personnel working in the facility (please specify the date of the most recent refresher training)*	5		

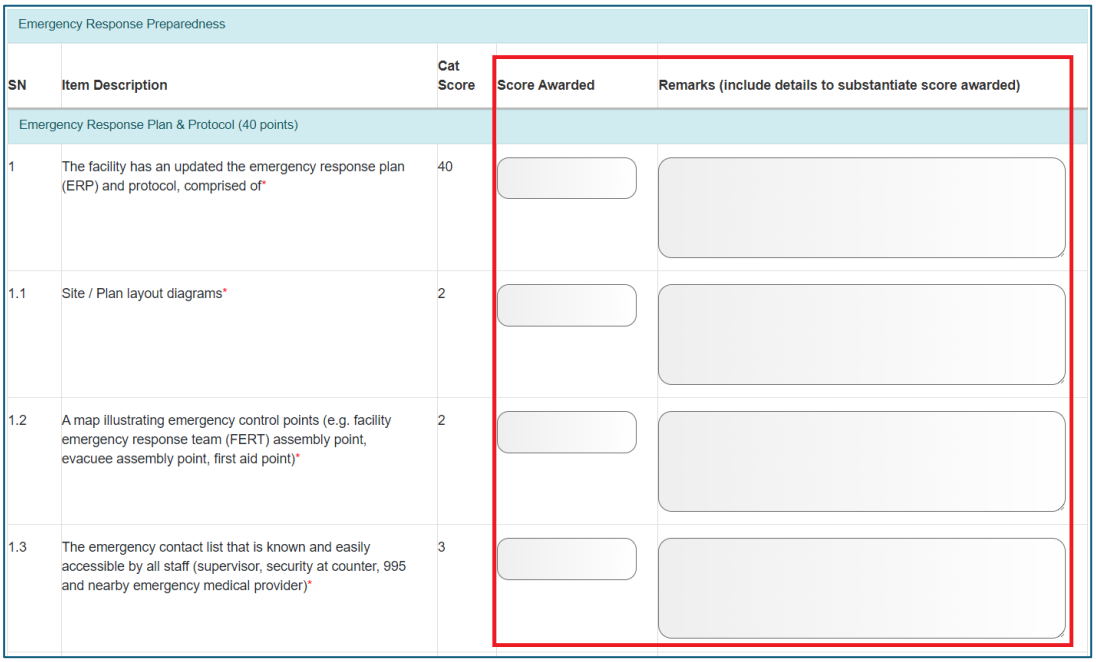

Audit Details
Date of Audit
09/05/2024
Facility Auditor *
Scenario *
Scenario Category *
Category A:
One emergency scenario (e.g. fire or biological spill or casualty) involving facility personnel, where basic response of communication of situational information to relevant person(s) and evacuation is demonstrated.
Category B:
Two emergency scenarios (any of the two, e.g. fire, biological/chemical spill, and/or casualty) involving facility personnel, where one direct response of mitigation or rescue is demonstrated, in addition to the basic response of communication of situational information to relevant person(s) and evacuation.
Category C:
Three or more emergency scenarios (e.g. fire, biological/chemical spill, casualty and/or other lab scenario) involving facility personnel, where two or more direct responses of mitigation and/or rescue is demonstrated, in addition to the basic response of communication of situational information to relevant person(s) and evacuation.
Audit Finding(s)*


Outcome of Audit
Outcome*
Pass with Commendation
Pass
Conditional Pass
Fail
Remarks(if any):
Attachments
UPLOAD
‹ Back
CANCEL
SAVE AS DRAFT
SUBMIT

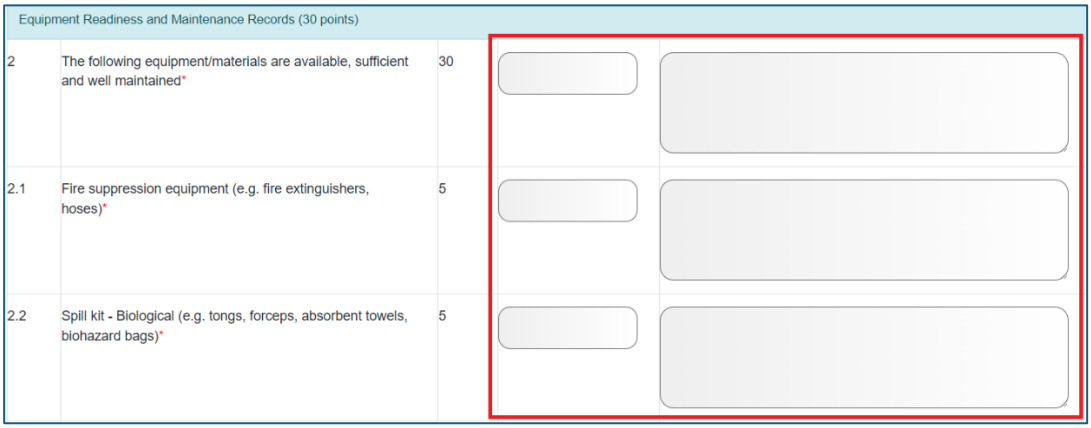
5. **Enter** the **Person-in-charge** and **Contact Information of person-in-charge.**



6. **Fill** the **Score Awarded** and **Remarks** (include details to substantiate the indicated score) for all items under the **Emergency Response Plan & Protocol (40 points)** section**. Compute** the **Score Awarded** value for the first item in the section by tallying the **Score Awarded** for the rest of the items in the section.
   *Note: The **Cat Score** denotes the maximum score for the item.*

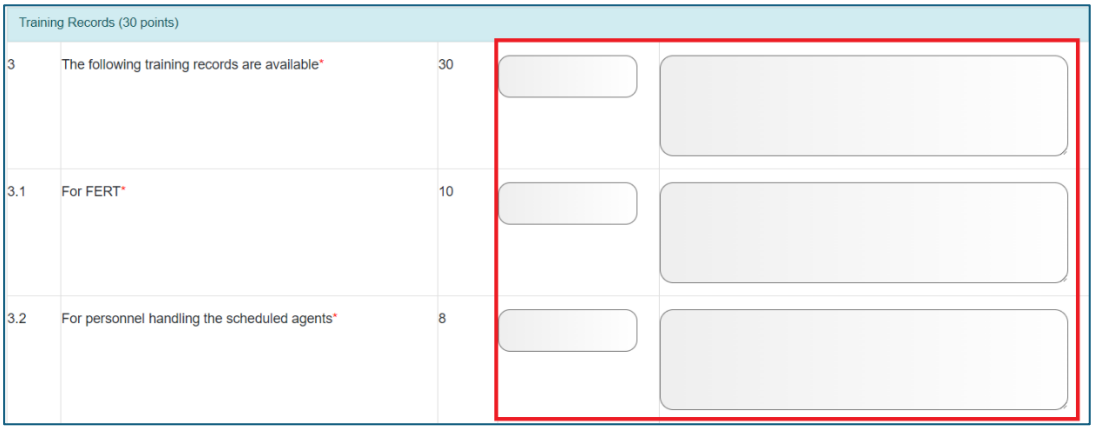


7. **Fill** the **Score Awarded** and **Remarks** (include details to substantiate score awarded) **for** all items under the **Emergency Readiness and Maintenance Records (30 points)** section**. Compute** the **Score Awarded** value for the first item in the section by tallying the **Score Awarded** for the rest of the items in the section.
   *Note: The **Cat Score** denotes the maximum score for the item.*



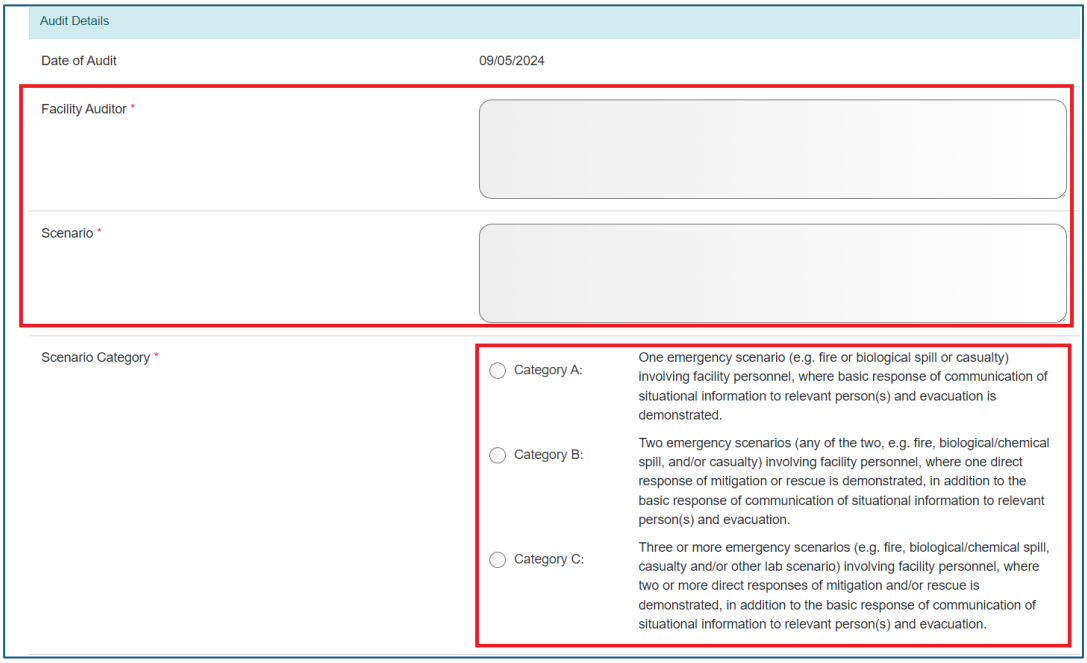
Equipment Readiness and Maintenance Records (30 points)				
2	The following equipment/materials are available, sufficient and well maintained*	30		
2.1	Fire suppression equipment (e.g. fire extinguishers, hoses)*	5		
2.2	Spill kit - Biological (e.g. tongs, forceps, absorbent towels, biohazard bags)*	5		

8. **Fill** the **Score Awarded** and **Remarks** (include details to substantiate score awarded) for all items under the **Training Records (30 points)** section**. Compute** the **Score Awarded** value for the first item in the section by tallying the **Score Awarded** for the rest of the items in the section.
   *Note: The **Cat Score** denotes the maximum score for the item.*

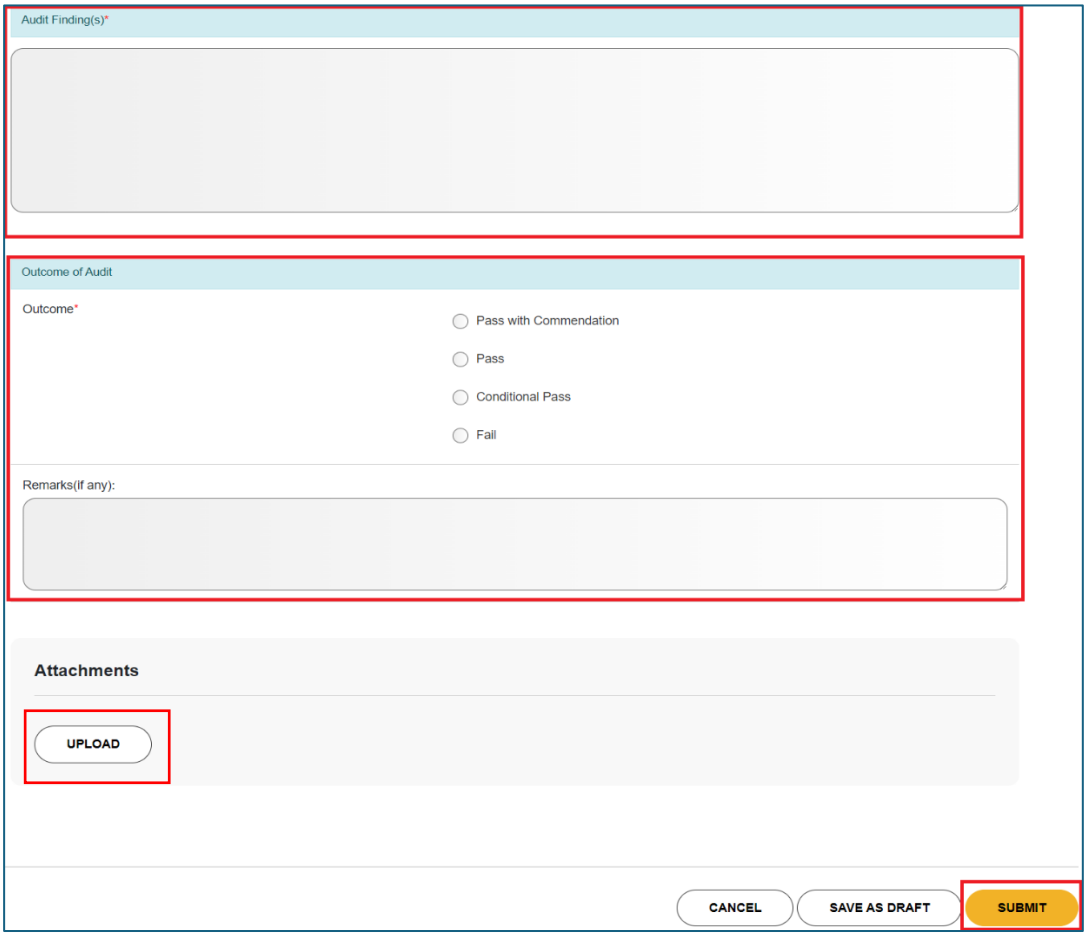


Training Records (30 points)				
3	The following training records are available*	30		
3.1	For FERT*	10		
3.2	For personnel handling the scheduled agents*	8		

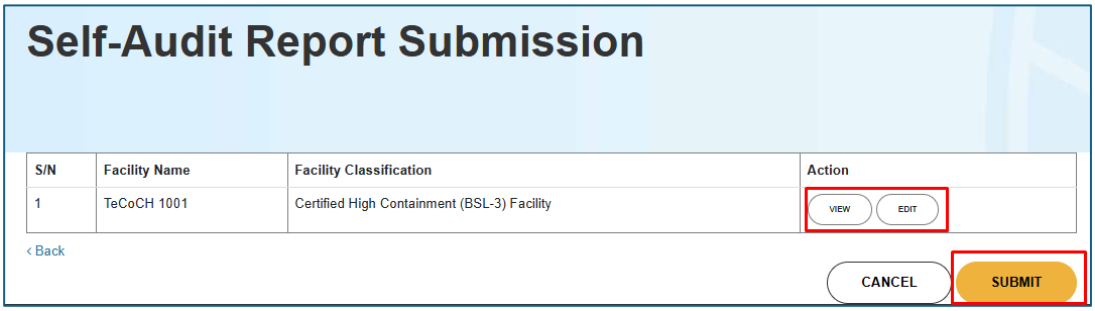
9. Under the **Audit Details, enter** the name of the **Facility Auditor** and the description of the **Scenario. Select** the **Scenario Category.**



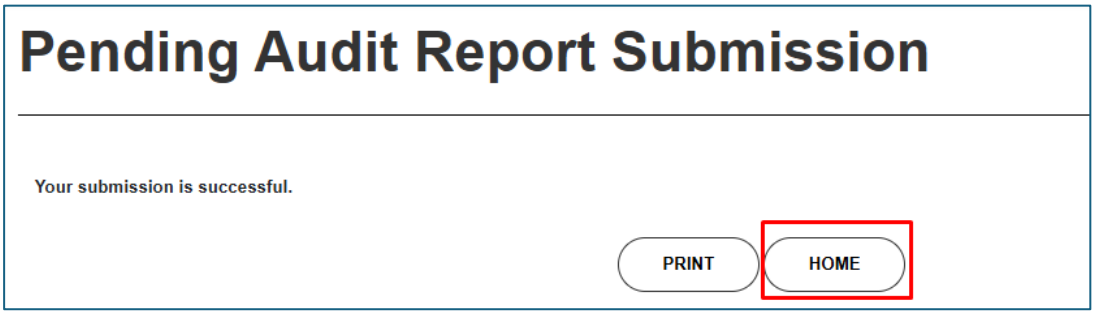
10. **Enter** the **Audit Findings** section and select the **Outcome. Enter Remarks**, if applicable**. Click UPLOAD** to select and attach supporting documents, if applicable. Click **SUBMIT**.



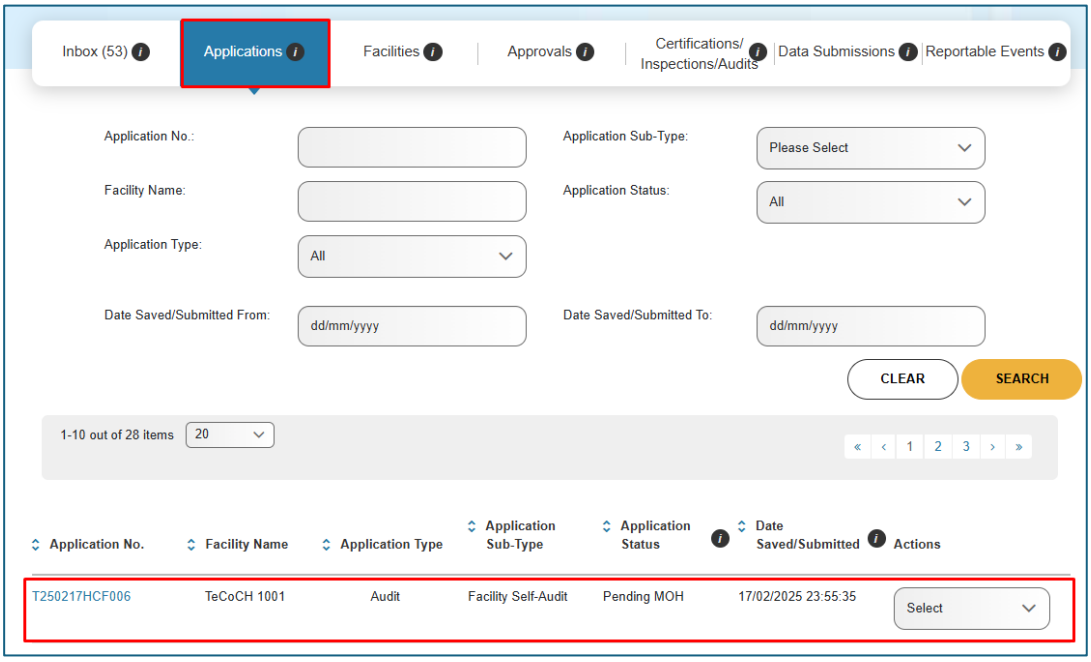
11. Click **VIEW** to view the report. Click **EDIT** to make changes to the report**.** Click **SUBMIT** to submit self-audit report.



12. Upon successful submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard**.



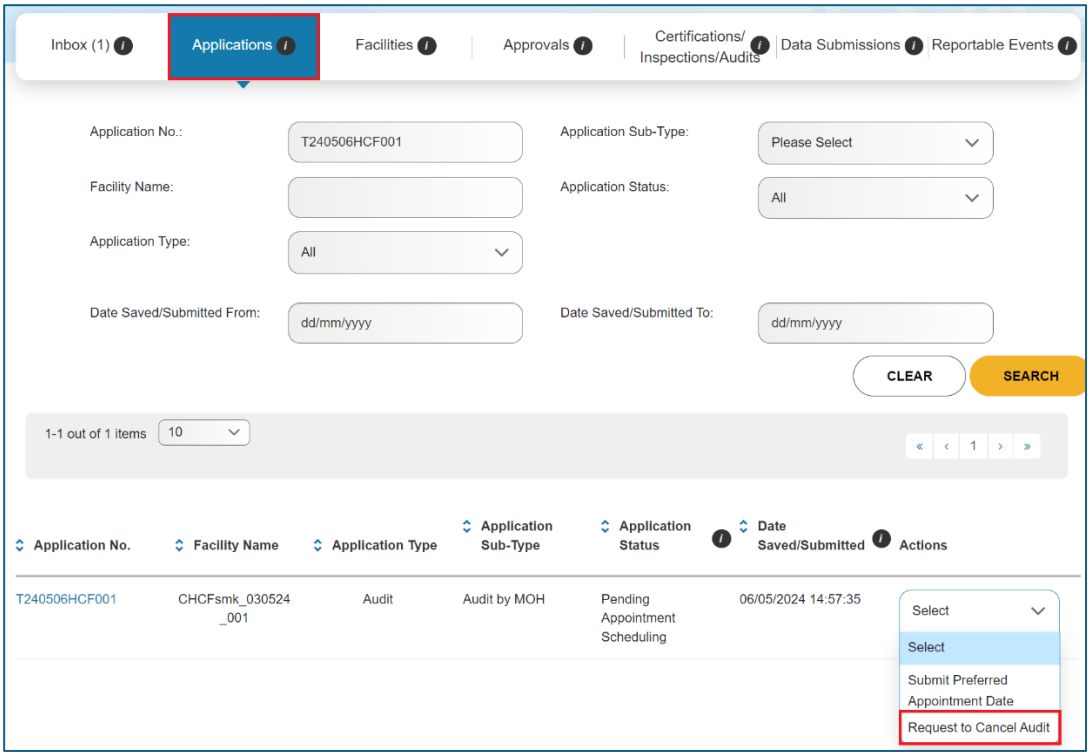
13. From the Dashboard, click the **Applications** tab. Verify that the status of the audit task is **Pending MOH**.



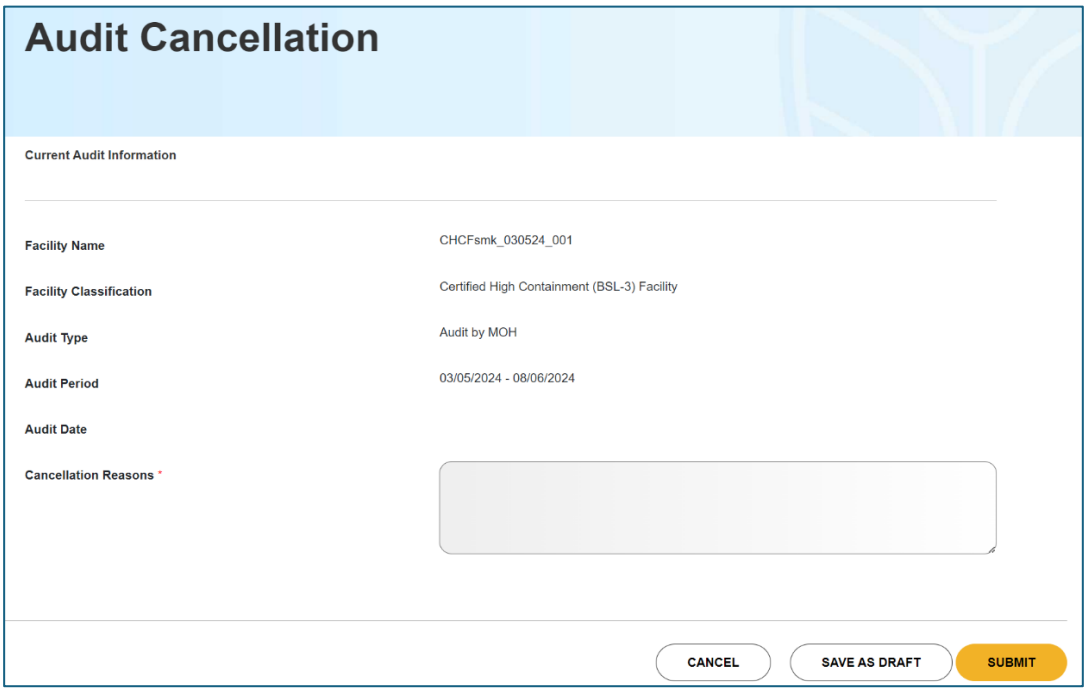
3.3. Request to Cancel Audit

This section describes the steps to submit a request to cancel an emergency response preparedness audit task (applicable to both Audit by MOH and Self-Audit). The request for cancellation must be justified and is subject to approval by MOH.

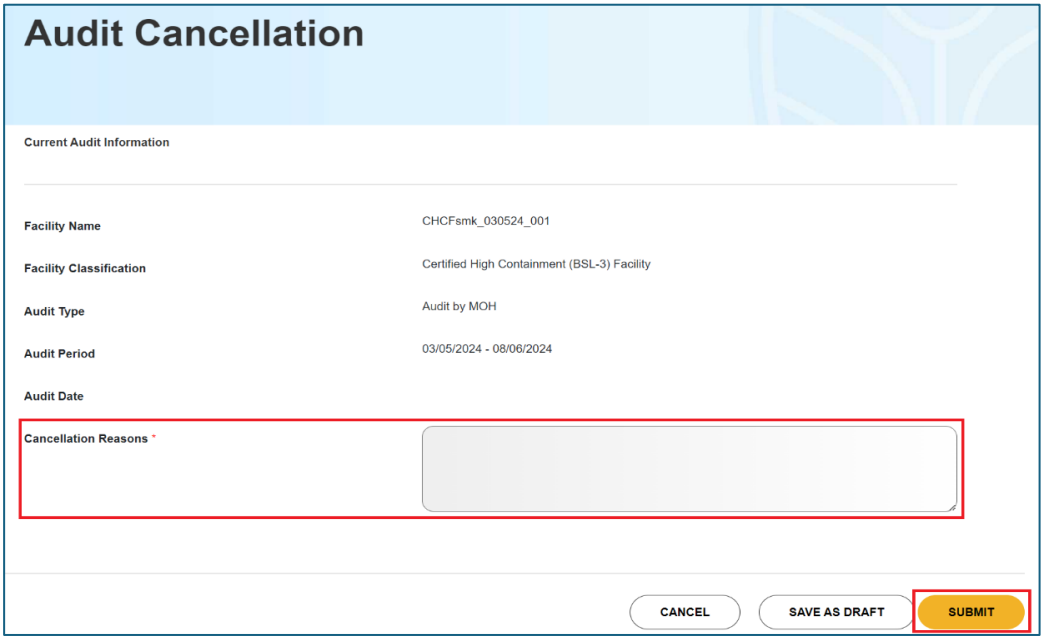
1. From the **Dashboard**, click the **Applications** tab. Select **Request to Cancel Audit** from the **Actions** dropdown for the audit task.



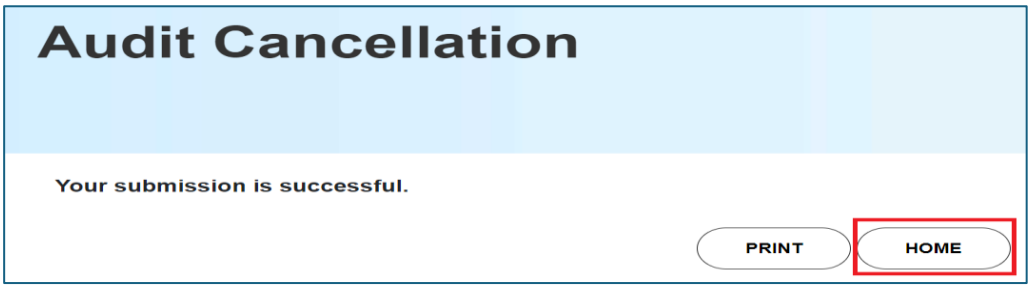
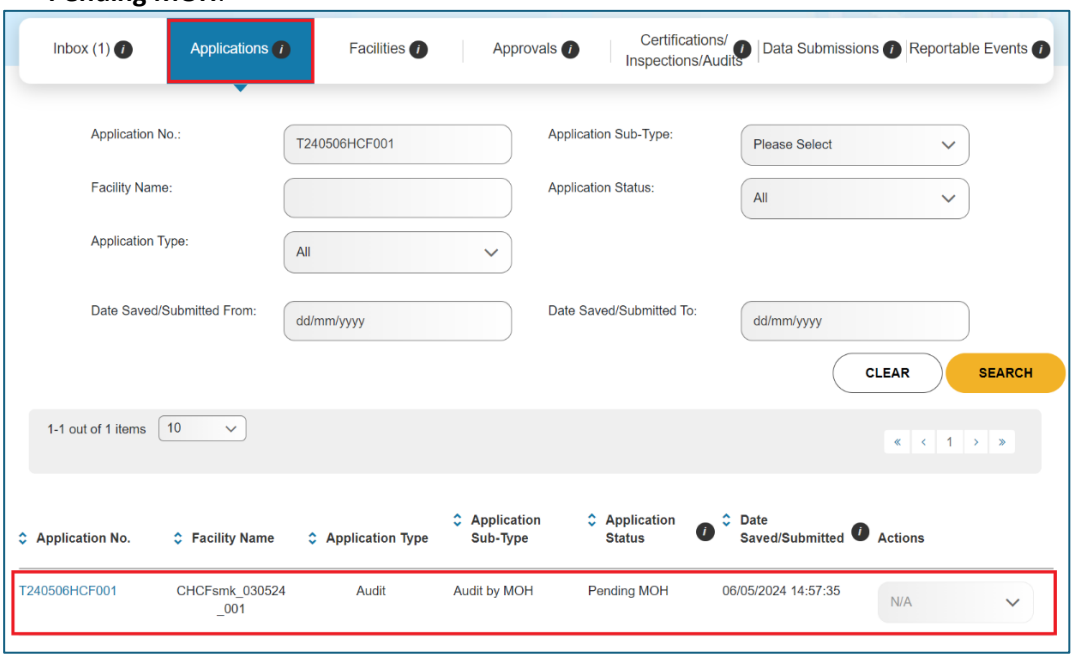
2. The system will redirect to the **Audit Cancellation** page.



3. **Enter Cancellation Reasons** and **click SUBMIT.**



4. Upon successful submission, an **Acknowledgement** message will be displayed. Click **HOME** to return to the **Dashboard**.



5. From the **Dashboard**, click the **Applications** tab. Verify that the status of the audit task is **Pending MOH**.