NEW APPLICATION FOR PHARMACY LICENCE

Please note that companies must first register with Client Registration and Identification Service (CRIS) and applicants must have valid CRIS user rights in order to be able to submit applications on behalf of the company via apply@prism. For more information on CRIS, please refer to https://www.hsa.gov.sg/e-services/cris

(1) This online form may take an average of 10 minutes to fill in.

The time taken varies depending on the number and sizes of the file attachments, configurations of your computer and network system, internet performance etc. Please note that the time stated above excludes time taken for preparatory work in relation to filling the online form (e.g. scanning documents for file attachments).

(2) The following document(s) are required to support the new application for Pharmacy Licence.

a) **Pharmacy Store Layout Plan**, specifying the dispensing counter, general sales area(s), area for storing Pharmacy Only medicines (P) and Prescription-Only medicines (POM) and other ancillary area(s). The layout should clearly indicate the full address of the pharmacy outlet. This is a mandatory document for new application.

b) **Pharmacist Practising Certificate** with a valid and active practising certificate for the appointed Pharmacist-in-charge (PIC). This is a mandatory document for new application.

c) Signed **Telepharmacy Declaration Form** from the PIC for the provision of Telepharmacy.*(If applicable).* This is a mandatory document for pharmacy providing telepharmacy service for P medicines.

d) **Company's Standard Operating Procedures** for Additional Activities/Services. *(If applicable).* Additional activities or services can include compounding of non-sterile preparations in accordance with a patients' valid prescription, telepharmacy service, medication delivery service and provision of e-pharmacy service etc.

(3) The applicant will require a Corppass* before he/she can login to PRISM to retrieve the application form. A person who drafts an application on behalf of his/her company and is not a Singaporean Citizen, Permanent Resident or Employment Pass holder can apply for a HSA PIN to login to PRISM. The Corppass* or HSA PIN login is necessary for authentication and authorisation purposes.

***Note:** From 11 April 2021, the login process for Corppass has been changed to verify the user's identity via Singpass first before accessing and transacting with government digital services. While Singpass is used for logins, Corppass will continue to be the authorisation system for access to government digital services.*

For more information on Corppass, please refer to http://www.corppass.gov.sg/

(4) Mode of payment

Please note that there will be no refund of any payment made in relation to applications submitted through PRISM.

The mode of payment available is as follows:

- Non-GIRO: eNETS (Credit/Debit Card)
- GIRO (Preferred mode of payment)

Payment by GIRO requires pre-registration. The GIRO application form is required to be submitted by post to the HSA Finance Department. The correspondence address can be found in the application form. The registration process will take around 3 to 4 weeks after the submission of the application form.

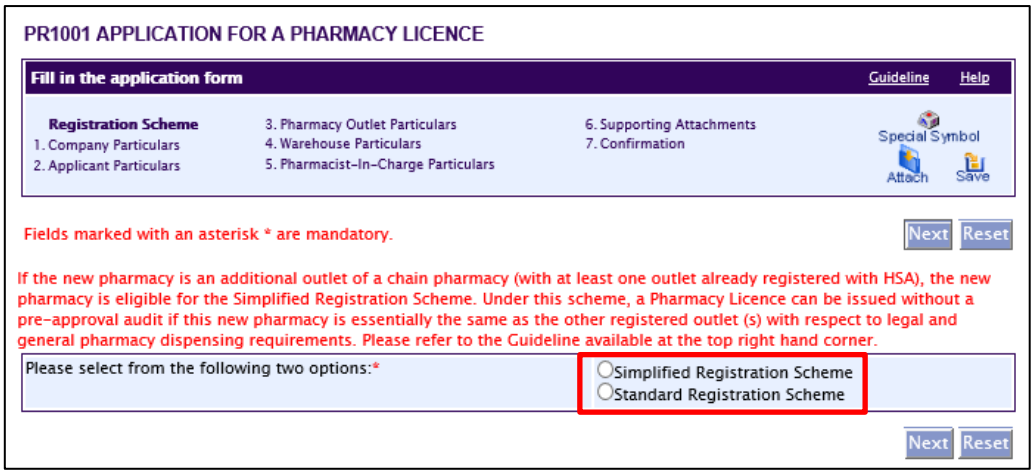
New Application Form for Pharmacy Licence

This section allows the selection of the type of Registration Scheme for New application for Pharmacy Licence.

(1) Select the Registration Scheme.

A new pharmacy may select the ***'Standard Registration Scheme'*** unless the new pharmacy is an additional outlet of a chain pharmacy, which has several pharmacy outlets approved by Health Sciences Authority (HSA).

For chain pharmacy, the new pharmacy may be eligible for ***'Simplified Registration Scheme'***.



Part 1. Company Particulars

This section requires the applicant to verify and fill in any other relevant information relating to the company.

(1) Company details such as **Name**, **Address**, **Telephone** and/or **Fax** will be pre-populated based on the registered CRIS records.

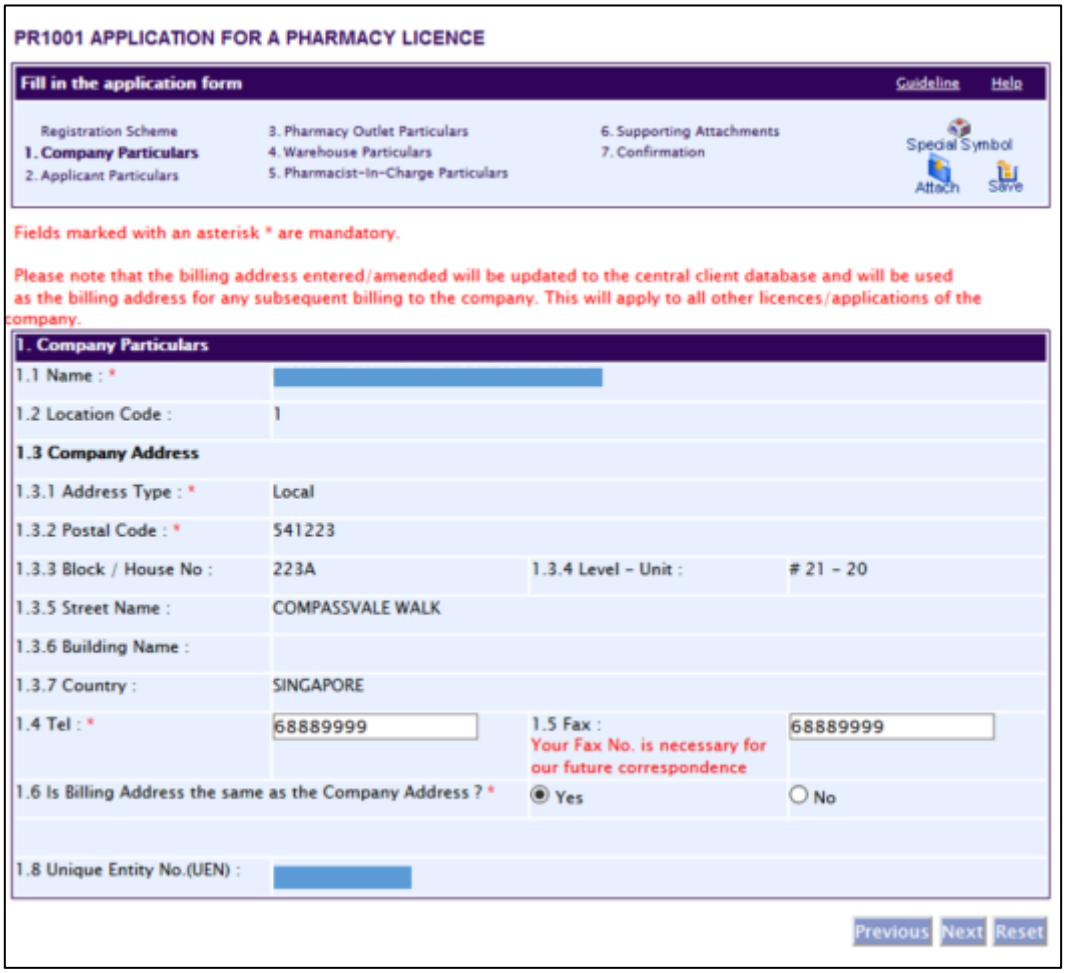
If you need to makes changes to this information, please submit the changes via the **"Amend Company Information"** module under the amend@prism on PRISM e-Service webpage.

(2) Indicate if the Billing Address is the same as the Company Address.

(3) If the Billing Address is not the same as **Company Address**, please fill in the **'Postal Code'** field and click the **'Retrieve Address'** button. The **Block/House No**, **Street Name** and **Building Name** will be populated.

(4) Fill in the **'Level-Unit'** field and any additional details relating to the company in the **'Other Address Details'** field. *(If applicable)*

(5) Click **'Next'** button to proceed to **Part 2. Applicant Particulars** section.



Part 2. Applicant Particulars

This section requires the applicant to verify and fill in any other relevant information relating to the applicant particulars.

(1) Applicant details such as name, NRIC / FIN, designation, Telephone/Fax/Handphone number and e-mail address will be pre-populated based on the registered CRIS records.

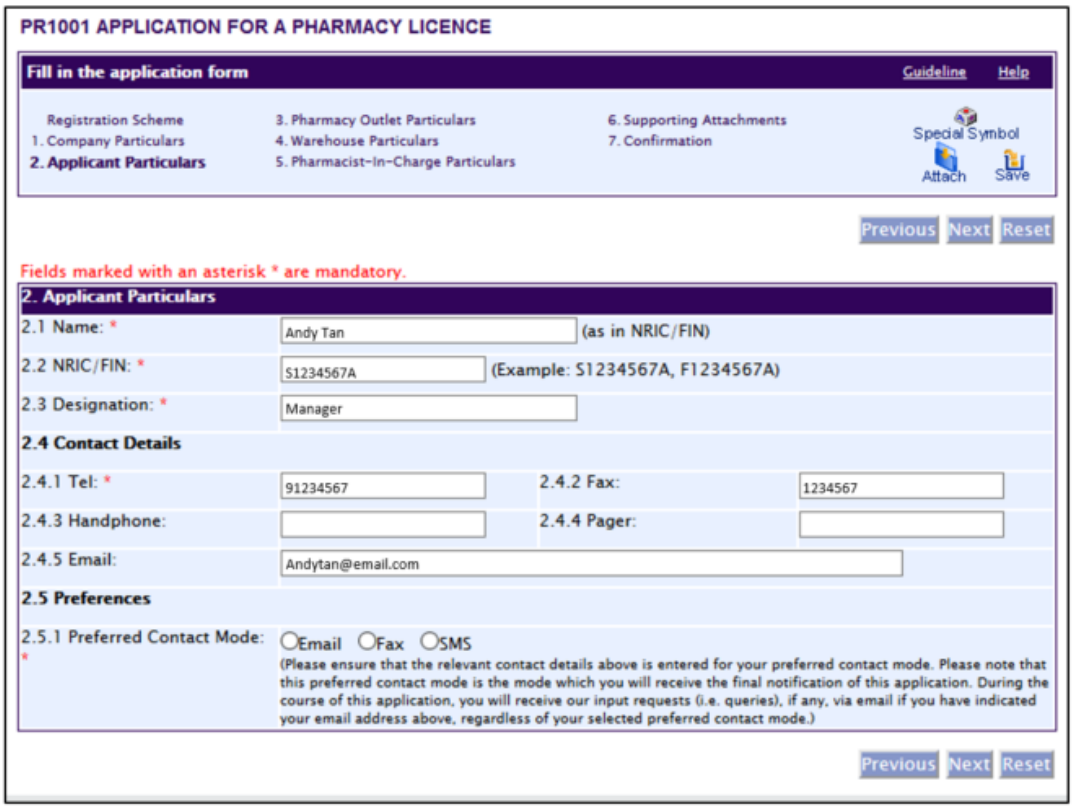
If you need to make changes to this information, please submit the changes via the **"Amend Applicant's Details For Licences and Applications"** module under the amend@prism on PRISM e-Service webpage.

(2) Select the type of **Preferred Contact Mode**

(Note: Please ensure that the relevant contact details above are entered for your preferred contact mode. Please note that the preferred contact mode is the mode which you will receive the final notification of this application.

During the course of this application, you will receive our Input Request (i.e. queries), if any, via email if you have indicated your email address above, regardless of your selected preferred contact mode.)

(3) Click **'Next'** button to proceed to **Part 3. Pharmacy Outlet Particulars** section.



Part 3. Pharmacy Outlet Particulars

This section requires the applicant to fill in the pharmacy outlet particulars.

(1) Fill in the Pharmacy outlet name in the **'Name of Pharmacy'** field.

(2) Fill in the **'Proposed Opening Date of Pharmacy'** field.

*(Note: The proposed opening date **must** be at least **1 month** in advance of the submission date for new application submitted using Standard Registration Scheme.)*

(3) Fill in the **'Daily operating hours of dispensary'** field.

(4) Fill in the **'Total dispensary hours provided by the attending pharmacist per week'** field.

(Note: Provide only the operating duration in hours per day and per week of these entries, e.g. '42' for 42 operating hours per week.

Please be reminded that the pharmacy must meet the minimum total dispensing hours, i.e. 35 hours provided by the attending pharmacist(s) per week.)

(5) Select the **'Additional Activities/Services'** from the pre-defined list given in the application form or specify the activity/service under **'Others'** field.

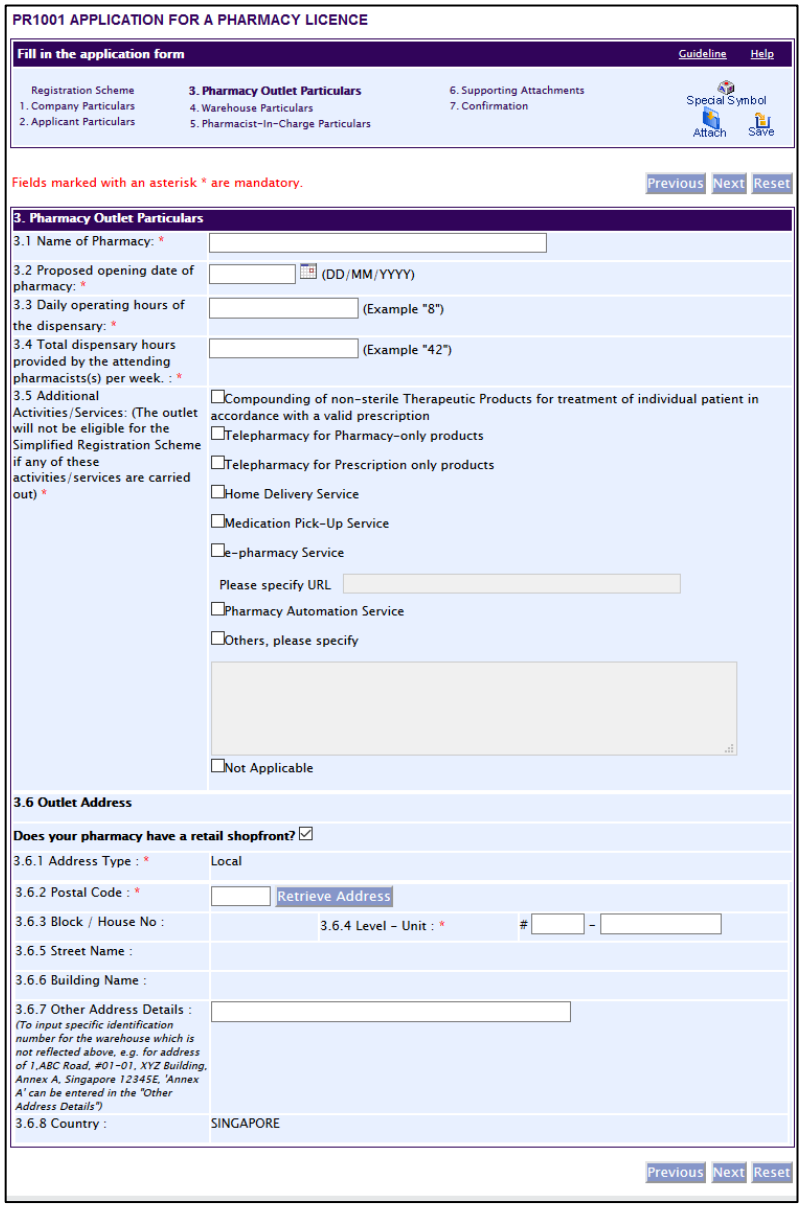
Pharmacy providing the additional activities/services must ensure that proper records are kept for the retail supply of products. Additionally, pharmacy should submit Standard Operating Procedure (SOP) describing the scope, process and quality assurance to ensure that quality and security of the products are ensured through the supply chain.

(6) If e-pharmacy service under the pre-defined list is selected, please specify the Uniform Resource Location (URL) in the field provided. This service must be hosted on a valid URL with a Singapore registered domain name.

(7) Tick the **checkbox** if your pharmacy outlet has a retail shopfront. Fill in the **'Postal Code'** and click the **'Retrieve Address'** button for the Pharmacy Outlet Address. The **Block/House No**, **Street Name** and **Building Name** will be populated.

(8) Fill in the **'Level-Unit'** field and any additional details relating to the pharmacy outlet in the **'Other Address Detail'** field. (*If applicable*)

(9) Click **'Next'** button to proceed to **Part 4. Warehouse Particulars** section.



Part 4. Warehouse Particulars

This section requires the applicant to fill in the warehouse particulars. Please fill in this section **only** if there is an additional warehouse other than the pharmacy outlet used to store excess P and/or POM for the retail pharmacy operation. Do not fill in this section if there is no additional warehouse.

Add warehouse:

(1) If the warehouse is owned by your company, select **'Yes'** otherwise select **'No'** and fill in the **'Name Of The Company Owning The Warehouse'**

(2) Fill in the **'Postal Code'** and click the **'Retrieve Address'** button for warehouse particulars. Warehouse details such as **Block/House No**, **Street Name** and **Building Name** will be populated.

(3) Fill in the **'Level-Unit'** field and any additional detail relating to the pharmacy warehouse in the in the **'Other Address Detail'** field. *(If applicable)*

(4) Click the **'Add Warehouse'** button and **'Save'** button to save the warehouse particulars. The webpage will be automatically refreshed, and the refreshed page will display the details of the warehouse particulars that were added.

(5) Repeat Steps (1) to (4) to add other additional warehouse(s). Addresses of all warehouses where the therapeutic products, i.e. Pharmacy Only medicines (P) and Prescription-Only medicines (POM), would be stored should be provided.

(6) Click **'Next'** button to proceed to **Part 5. Pharmacist-In-Charge Particulars** section.

Update warehouse:

(1) Click on the warehouse to be updated from the **'Warehouse List'** table.

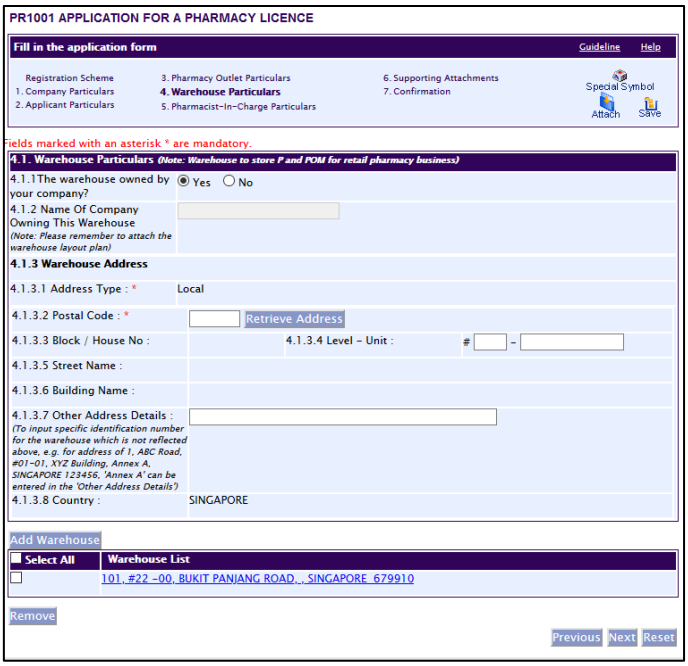
(2) Make the required update.

(3) Click the **'Update Warehouse'** button (next to the **'Cancel'** button).

Remove warehouse:

(1) Click on the checkbox adjacent to the warehouse(s) from the **'Warehouse List'** table.

(2) Click the **'Remove'** button to delete the warehouse(s).



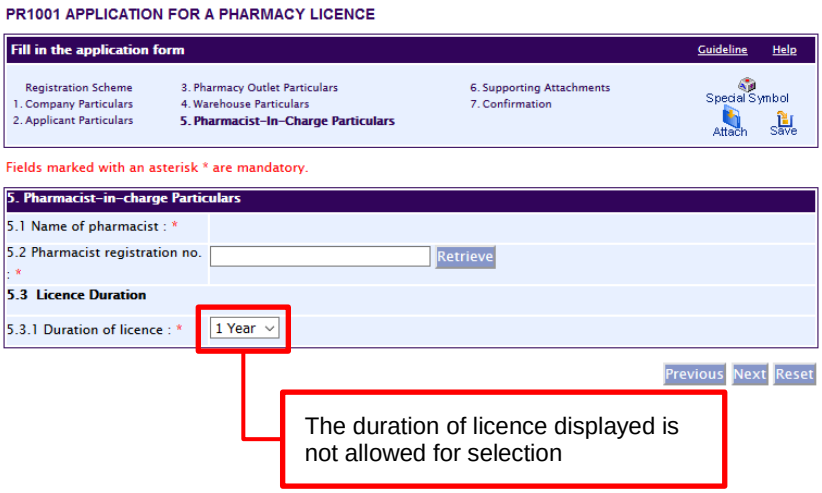
Part 5. Pharmacist-In-Charge Particulars

This section requires the applicant to fill in the pharmacist-in-charge (PIC) particular.

(1) Fill in the **'Pharmacist Registration Number (PRN)'** for the appointed **Pharmacist-In-Charge** (PIC) of the premises and click the **'Retrieve'** button. The name of pharmacist will be reflected automatically in the refreshed webpage.

*(Note: The appointed pharmacist **MUST NOT** be already a named PIC of an approved pharmacy or Responsible Person (RP) named in the Therapeutic Product Importer's and/or Wholesaler's Licences.)*

(2) Click **'Next'** button to proceed to **Part 6. Supporting Attachments** section.



Part 6. Supporting Attachments

This section requires the applicant to attach the supporting documents to the application made.

Add Supporting Attachments:

(1) Click the **'Choose File'** button and **'Browse'** button to select the documents to be attached into the application.

(2) Click the **'OK'** button.

(3) Click the **'Attach File'** button to attach the selected file into this application.

(4) Fill in the remarks in the **'Remark'** field with regards to the file attached *(if required).*

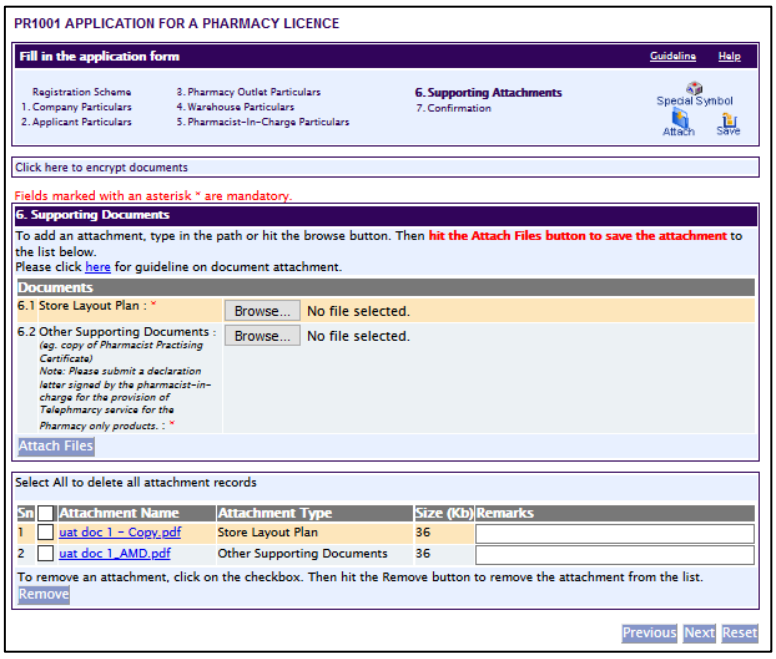
(5) Click **'Next'** button to proceed to **Part 7. Confirmation and Declaration** section.

Remove Supporting Attachments:

(1) Click on the checkbox next to the attachment(s) from the **List of Attachments Table**.

(2) To delete the attachment, click on the checkbox beside the attachment.

(3) Click the **'Remove'** button.



The file extensions, which are acceptable and supported for attachments, are:

- tif (Black & White)
- pdf (Adobe Acrobat files)
- xls (Microsoft Excel files)
- avi (audio visual, if required)
- jpg (graphics files)
- doc (Microsoft Word files)
- ppt (Microsoft PowerPoint files)
- mpeg (audio visual, if required)

(Note: If the file size is too big (estimate about 2MB and above), the attachment time may take a longer time to upload.)

Part 7. Confirmation and Declaration

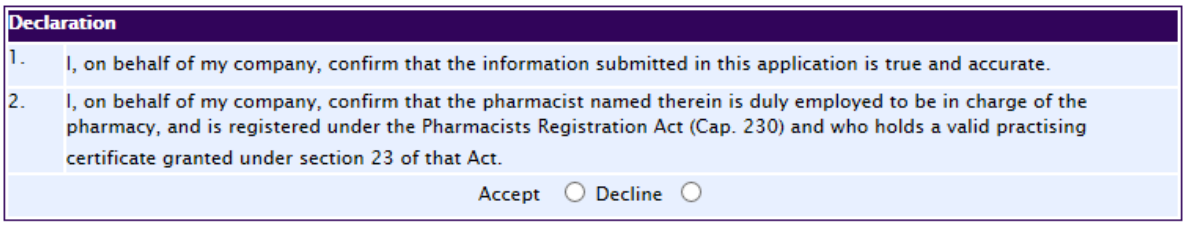
This section shows the information provided in all sections of the New Pharmacy Licence Application Form.

(1) Applicant is required to confirm the information provided in all sections are correct and click the **'Validate'** button.

*(Note: Applicant may click the **'Save'** button to save a copy of the draft application if he/she wishes to complete the application at a later time.)*

(2) Once validation is successful, applicant is advised to read through the declaration carefully before accepting to undertake the conditions.

(3) Click the **'Submit'** button to submit the New Pharmacy Licence application.



Payment Advice

This section shows the total amount of money for the pharmacy application.

There are 2 modes of payment available:

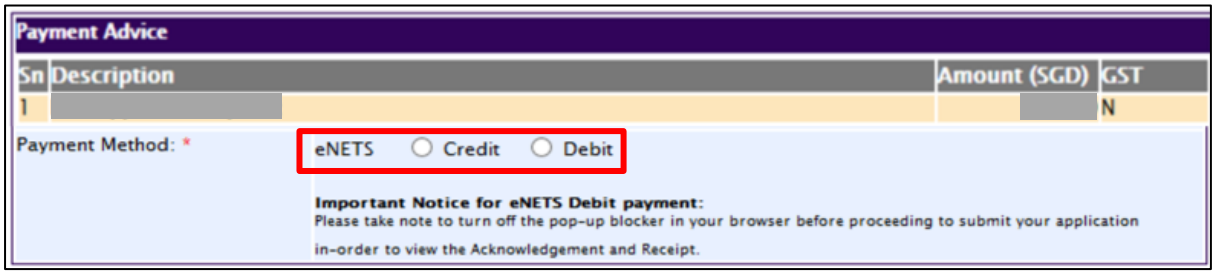
- GIRO
- eNETS

For GIRO, the amount payable will be deducted from the relevant bank account. This mode of payment is a recurring deduction.



This is applicable for applicants with Non-GIRO Payment Method.

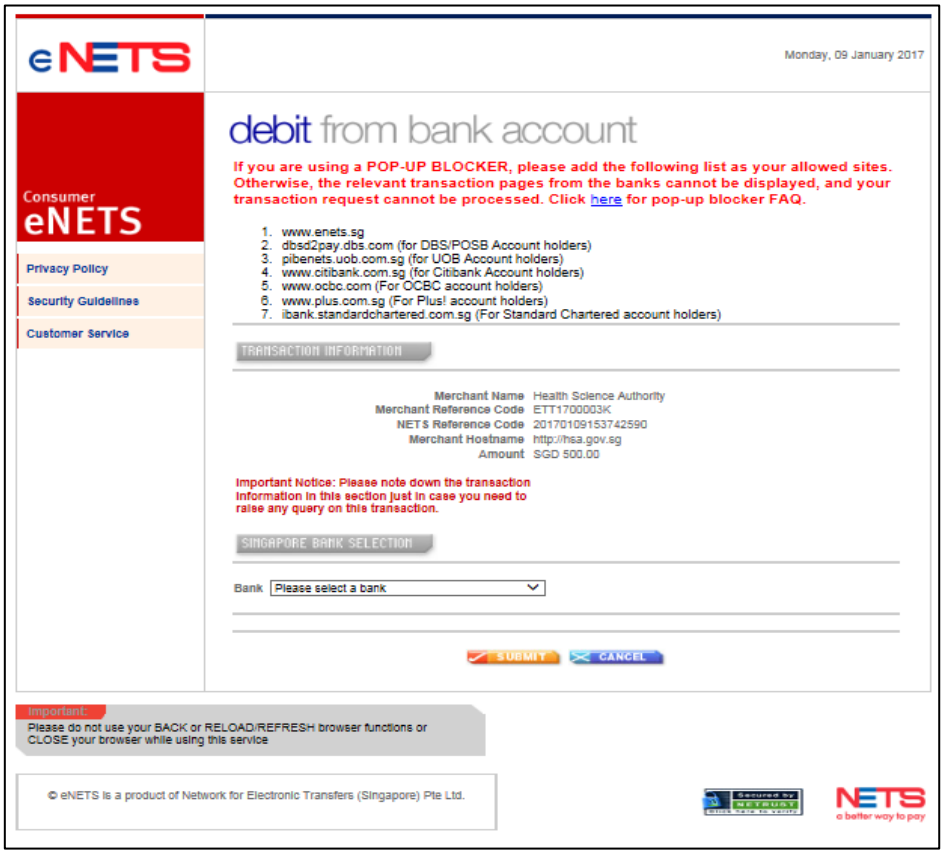
(1) For eNETS, the payment choice is either Credit Card or Debit Card.



(2) If the Credit option is selected, the page will be re-directed to the relevant screen for the applicant to input the credit card details.

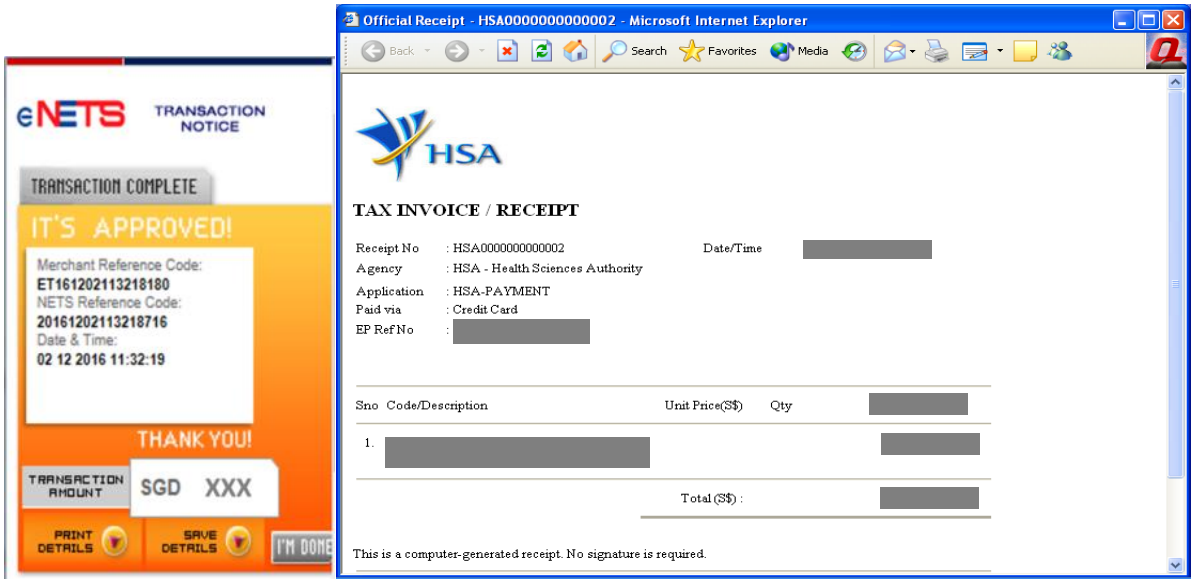


(3) If the Debit option is selected, the page will be re-directed to the relevant screen for the applicant to select the bank first before being re-directed to input the debit card details. This mode of payment is a one-time deduction only.





(4) Upon successful transaction, an eNETS official receipt and a HSA tax invoice will be generated.



(5) If the payment was made via eNETS and was not completed successfully, the system will prevent retrieval of the draft application and the applicant will need to contact HSA HelpDesk for assistance.

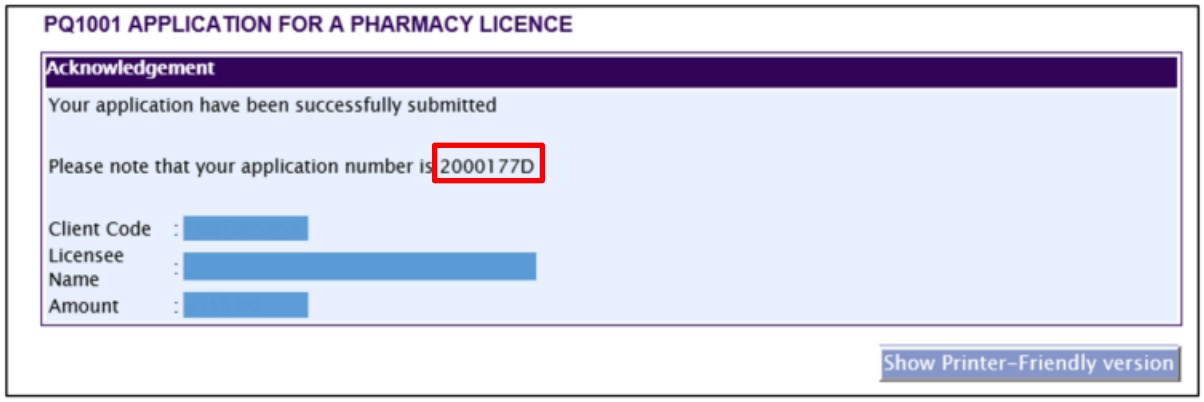


(6) To submit the completed application, click the **'Submit'** button. Applicant will be prompted to confirm the submission. The application will then be submitted to HSA for the relevant personnel's processing.

Acknowledgment

This section acknowledges that the application has been submitted to HSA for processing. An application number will be generated for the successful application submitted.

Applicant may wish to print a copy of this acknowledgement page or take note of the **Application Number** for ease of reference. Applicant may provide the application number if he/she wishes to communicate with HSA.



Note: The show Printer Friendly version allows applicant to print or view the application.

Input Request

This section illustrates how applicant can respond to the Input Request raised to the application.

Input Request arises when the reviewing HSA officer requires further clarification from the applicant regarding the Pharmacy Licence Application Form.

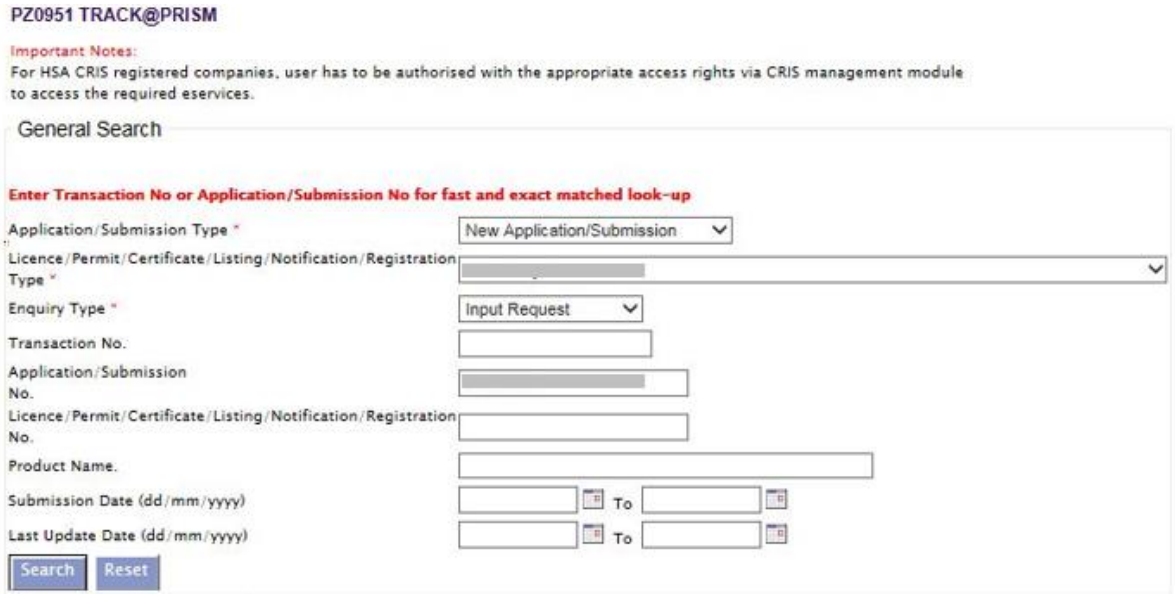
A notification will be sent to the applicant to inform the applicant to log on to track@prism to make the necessary changes.

Input request can be classified as Primary or Secondary.

- Primary Input Request requires changes to be made directly in the application form.
- Secondary Input Request requires applicant's explanation to certain matters pertaining to the application form submitted.

Responding to Primary Input Request

(1) Log on to track@prism -> select the correct Application / Submission Type -> select Licence Type -> select Enquiry Type -> key in the Application No. -> click **'Search'** button.



(2) When the search result is displayed, click the 'Application No.'

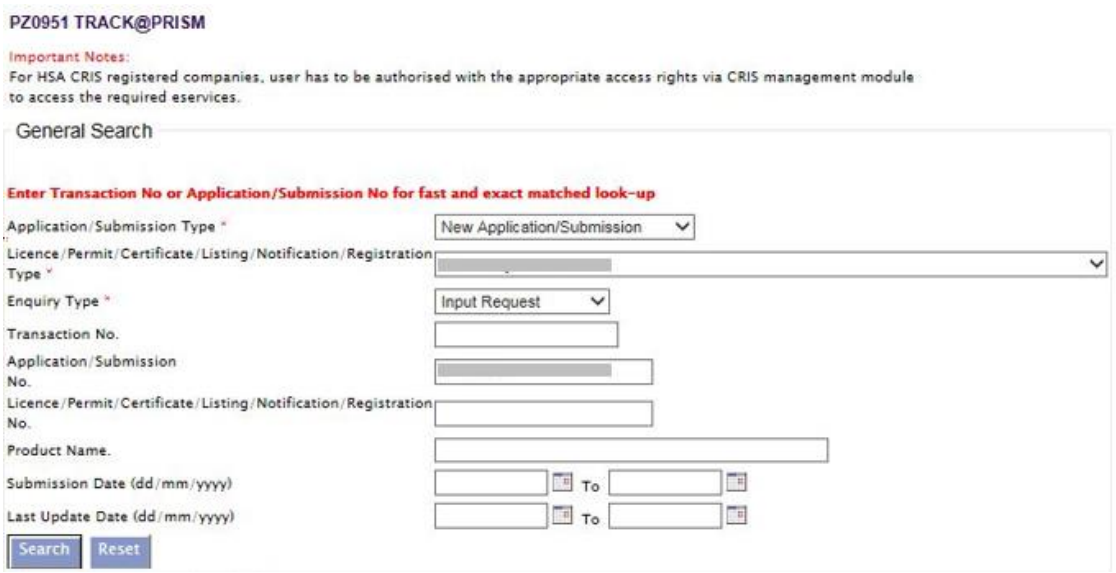


(3) The webpage will display the application form as per previously submitted.

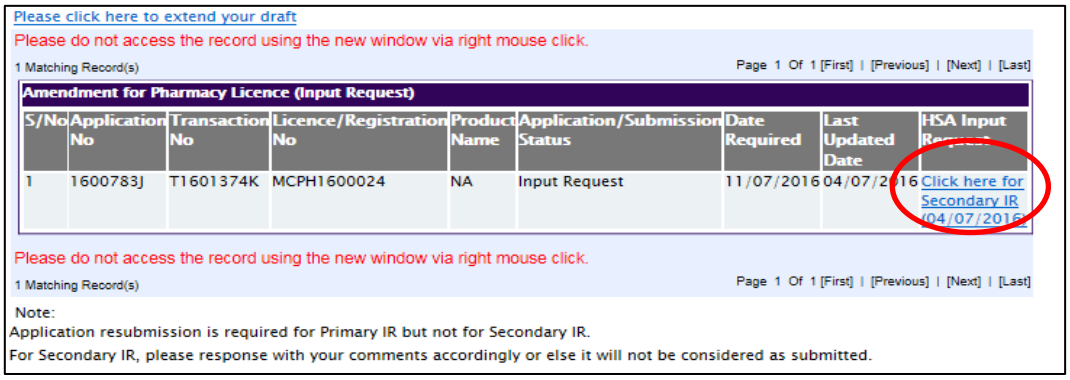
(4) Proceed to make the necessary changes for the section(s) that required amendment, click **'Save'** button and submit the revised application form.

Responding to Secondary Input Request

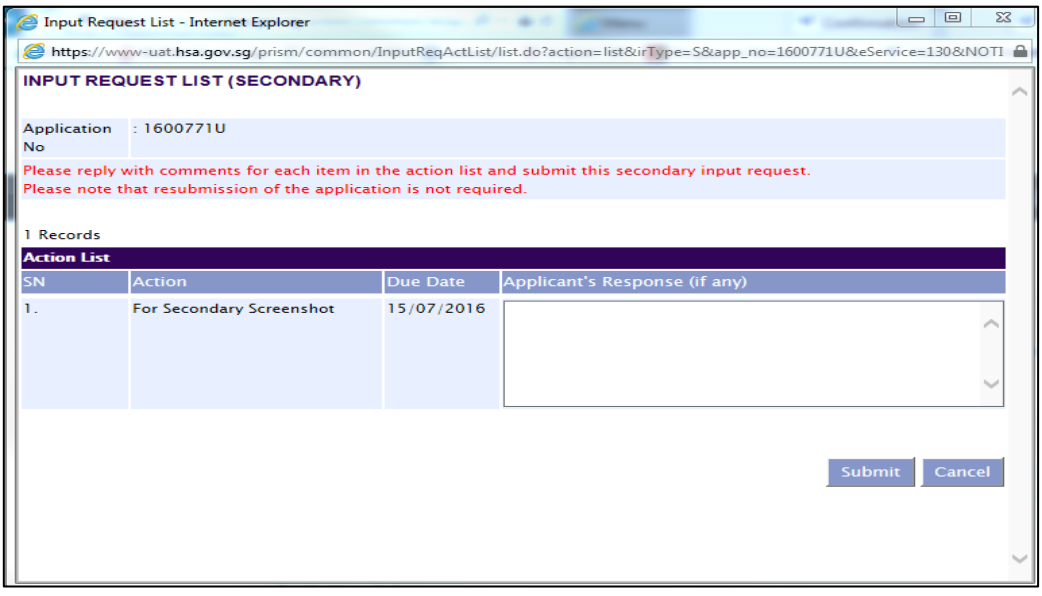
(1) Log on to track@prism -> select the correct Application / Submission Type -> select Licence Type -> select Enquiry Type -> key in the Application No. -> click **'Search'** button.



(2) When the search result is displayed, click under the **'HSA Input Request'** to view the comments left by the HSA officer and the necessary action to be taken with regards to the Application.



(3) Fill in any response in the text box under 'Applicant's Response (if any)' and click **'Submit'** button.



Other useful information

1. Applicant may check on the status of your application upon submission at track@prism.

2. Kindly contact the HSA Helpdesk if any technical issues (IT problems) during the application submission are encountered.

   HSA HelpDesk
   Hotline : (65) 6776 0168
   from 7:00 am to midnight daily
   Email : helpdesk@hsahelp.gov.sg

3. For general enquiries or questions related to licences and certificates of manufacturers, importers and wholesalers, please contact the Audit and Licensing Division at Tel: 6866 1111.