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HEALTHCARE SERVICES ACT 2020

HEALTHCARE SERVICES (OUTPATIENT DENTAL SERVICE) REGULATIONS 2023

ARRANGEMENT OF REGULATIONS

PART 1

PRELIMINARY

Regulation

1. Citation and commencement
2. Definitions
3. Application of Regulations

PART 2

LICENSING MATTERS

4. Specified service
5. Prohibited service delivery modes

PART 3

REQUIREMENTS RELATING TO PERSONNEL

6. Qualifications, skills and competencies of Clinical Governance Officer
7. General requirements relating to personnel
8. No employment or engagement of unauthorised persons to practise dentistry

PART 4

PREMISES, CONVEYANCES, EQUIPMENT, ETC.

9. Standards for approved permanent premises
10. Standards for approved conveyances
11. Standards for facilities and equipment
12. Environment cleaning

Regulation

13. Infection control

PART 5

REQUIREMENTS RELATING TO PATIENT CARE

Division 1 — General

14. General requirements relating to provision of patient care
15. Provision of accommodation
16. Work processes
17. Staff strength

Division 2 — Conduct of radiography procedure

18. General requirements for radiography procedure
19. Specific requirements for conduct of dental x-ray
20. Specific requirements for conduct of dental cone beam computed tomography
21. Outsourcing of conduct of radiography procedure

Division 3 — Provision of other services

22. Conduct of ultrasound imaging
23. Testing of specimen
24. Conduct of simple in vitro diagnostic test
25. Anaesthesia service
26. Surgical procedure
27. Essential life-saving measures must be available

Division 4 — Specific requirements for provision of outpatient dental services using approved conveyance, temporary premises or by remote provision

28. Requirements for provision using approved conveyances
29. Requirements for provision at temporary premises
30. Requirements for remote provision

PART 6

MISCELLANEOUS

31. Keeping of other records
32. Price transparency
33. Display of charges, etc.
34. Disclosure of approved institution status
35. Financial counselling

Regulation

36. Offences

In exercise of the powers conferred by section 57 of the Healthcare Services Act 2020, the Minister for Health makes the following Regulations:

PART 1

PRELIMINARY

Citation and commencement

1. These Regulations are the Healthcare Services (Outpatient Dental Service) Regulations 2023 and come into operation on 26 June 2023.

Definitions

2.—(1) In these Regulations —

“allied health professional” has the meaning given by section 2 of the Allied Health Professions Act 2011;

“dental x-ray” means either of the following types of x-ray that is conducted for dental imaging purposes:

(a) periapical x-ray;

(b) orthopantomogram;

“duly qualified allied health professional” has the meaning given by section 3 of the Allied Health Professions Act 2011;

“enrolled nurse” means a person who is an enrolled nurse within the meaning of the Nurses and Midwives Act 1999 and holds a valid practising certificate under that Act;

“essential life-saving measure” means any basic emergency procedure that may be carried out on a person for the purpose of resuscitating the person;

“expiry date” has the meaning given by regulation 2 of the General Regulations;

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- “General Regulations” means the Healthcare Services (General) Regulations 2021 (G.N. No. S 1035/2021);
- “healthcare professional” has the meaning given by regulation 2 of the General Regulations;
- “licensee” means a person who holds a licence to provide an outpatient dental service;
- “MediShield Life Scheme” means the MediShield Life Scheme established by section 3 of the MediShield Life Scheme Act 2015;
- “minor dental surgical procedure” has the meaning given by paragraph 2 of the First Schedule to the Act;
- “nurse” means a registered nurse or an enrolled nurse;
- “oral health therapist” means a person who is registered as an oral health therapist under section 22 of the Dental Registration Act 1999 and holds a valid practising certificate under that Act;
- “outpatient dental service” has the meaning given by paragraph 2 of the First Schedule to the Act;
- “patient health record” means a record containing the personal data and medical information of a patient that is maintained by a licensee in relation to the provision of an outpatient dental service to the patient;
- “personnel”, in relation to a licensee, means any individual employed or engaged by the licensee to assist the licensee in providing an outpatient dental service;
- “pharmacist” means a person who is registered under the Pharmacists Registration Act 2007 and holds a valid practising certificate under that Act;
- “radiography procedure” means a dental x-ray or dental cone beam computed tomography;
- “radiological service” has the meaning given by paragraph 2 of the First Schedule to the Act;

“radiological service licensee” means a person who holds a valid licence under the Act to provide a radiological service;

“registered nurse” means a person who is a registered nurse within the meaning of the Nurses and Midwives Act 1999 and holds a valid practising certificate under that Act;

“simple in vitro diagnostic test” has the meaning given by paragraph 2 of the First Schedule to the Act;

“specimen” has the meaning given by regulation 2 of the General Regulations;

“temporary premises” means any premises other than permanent premises;

“testing material” means any test kit, material, device, equipment, instrument or other article that is used to conduct a simple in vitro diagnostic test.

(2) For the purposes of these Regulations, a licensee is not to be treated as providing any outpatient dental service by remote provision to a patient, merely because —

(a) the licensee provides any information and communication technology to the patient to enable the transmission of data related to the patient’s dental health status between the patient and the licensee and the monitoring of the patient’s dental health by the licensee; or

(b) the licensee communicates with the patient remotely for administrative matters, including (but not limited to) the arrangement of the date of the patient’s next dental appointment.

Application of Regulations

3. Unless otherwise expressly provided in these Regulations, the provisions of these Regulations —

(a) apply in addition to the provisions of the General Regulations; and

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- (b) prevail if, and to the extent that, there is any inconsistency between these Regulations and the General Regulations insofar as the matter relates to a licensee.

PART 2

LICENSING MATTERS

Specified service

4. For the purposes of section 9A(1) of the Act, the conduct of dental cone beam computed tomography is a specified service for an outpatient dental service.

Prohibited service delivery modes

5.—(1) A licensee must not provide an outpatient dental service using a conveyance that is not a vehicle.

(2) A licensee must not conduct a dental cone beam computed tomography at any temporary premises or by remote provision.

PART 3

REQUIREMENTS RELATING TO PERSONNEL

Qualifications, skills and competencies of Clinical Governance Officer

6.—(1) For the purposes of section 24(3)(b) of the Act, an individual is suitably qualified to be appointed as a Clinical Governance Officer for an outpatient dental service or a specified service for an outpatient dental service if the individual —

- (a) is registered under section 14 of the Dental Registration Act 1999 and holds a valid practising certificate under that Act; and
- (b) has either of the following:
 - (i) registration under section 14C(1) of the Dental Registration Act 1999 as a specialist in a particular branch of dentistry and accreditation as such

specialist by the Dental Specialists Accreditation Board;

- (ii) full-time work experience as a dentist for a continuous period of at least 2 years in treating patients —
 - (A) in the provision of an outpatient dental service, acute hospital service or ambulatory surgical centre service provided in a private hospital, medical clinic or healthcare establishment (as the case may be) licensed under the Private Hospitals and Medical Clinics Act 1980; or
 - (B) in the provision of an outpatient dental service, acute hospital service or ambulatory surgical centre service licensed under the Act.

(2) In this regulation, “Dental Specialists Accreditation Board” means the board that is established under section 41 of the Dental Registration Act 1999.

General requirements relating to personnel

7. A licensee must —

- (a) establish, implement and regularly review policies and the appropriate processes for the training and competency assessment of the licensee’s personnel to ensure that the personnel are able to perform their work effectively, safely and in compliance with the applicable laws, guidelines, policies, processes, procedures and protocols; and
- (b) monitor and regularly review the work performance of the licensee’s personnel to ensure compliance by the personnel with the applicable laws, guidelines, policies, processes, procedures and protocols.

No employment or engagement of unauthorised persons to practise dentistry

8. A licensee must not employ or engage any person to practise dentistry unless the person is a dentist.

PART 4

PREMISES, CONVEYANCES, EQUIPMENT, ETC.

Standards for approved permanent premises

9. A licensee must —

- (a) ensure that every approved permanent premises is sufficiently spacious and appropriately equipped to enable the outpatient dental service (including any essential life-saving measure) to be provided to a patient in a proper, effective and safe manner;
- (b) ensure that there is sufficient lighting and ventilation at every approved permanent premises;
- (c) ensure that every approved permanent premises is designed, built, and equipped to enable and facilitate —
 - (i) access to and from the approved permanent premises by patients with physical disability; and
 - (ii) movement within the approved permanent premises by patients with physical disability;
- (d) if the licensee designates a separate area (called in this regulation the waiting area), whether inside or outside the approved permanent premises, where a patient may wait to receive the outpatient dental service or for any matter that is related to the provision of the outpatient dental service by the licensee, including making payment or collecting medicine, ensure that the waiting area is —
 - (i) within the direct line of sight of at least one personnel; and
 - (ii) sufficiently spacious and adequately equipped to ensure the reasonable comfort of every patient waiting in the waiting area;
- (e) ensure that toilet facilities are available in every approved permanent premises, or assistance with toileting needs is provided to patients where needed;

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- (f) ensure that care or treatment (other than any essential life-saving measures) is provided to a patient only in an area at the approved permanent premises that is sufficiently spacious, appropriately equipped and, if necessary, partitioned (whether on a permanent or temporary basis) from the other parts of the approved permanent premises to ensure the patient's comfort, safety and privacy; and
 - (g) prevent unauthorised access to the approved permanent premises.

Standards for approved conveyances

10. A licensee must —

- (a) ensure that every approved conveyance is sufficiently spacious and appropriately equipped to enable the outpatient dental service (including any essential life-saving measure) to be provided to patients in a proper, effective and safe manner;
- (b) ensure that there is sufficient lighting and ventilation in every approved conveyance;
- (c) ensure that every approved conveyance is sufficiently spacious to enable at least one patient (whether or not disabled) to move into and within the approved conveyance and receive care and treatment from such number of personnel of the licensee that may be necessary, whether the patient is standing up, sitting or lying down;
- (d) ensure that every approved conveyance is designed, built, and equipped to enable and facilitate —
 - (i) access to and from the approved conveyance by patients with physical disability; and
 - (ii) movement within the approved conveyance by patients with physical disability;
- (e) if the licensee designates a separate area (called in this regulation the waiting area), whether inside or outside the approved conveyance, where a patient may wait to receive

the outpatient dental service or for any matter that is related to the provision of the outpatient dental service by the licensee, including making payment or collecting medicine, ensure that the waiting area is —

- (i) within the direct line of sight of at least one personnel; and
 - (ii) sufficiently spacious and adequately equipped to ensure the reasonable comfort of every patient waiting in the waiting area;
- (f) ensure that assistance with toileting needs is provided to patients where needed;
- (g) ensure that there is a fire extinguisher in every approved conveyance;
- (h) ensure that care or treatment (other than any essential life-saving measure) is provided to a patient only in an area within the approved conveyance that is sufficiently spacious, appropriately equipped and, if necessary, partitioned (whether on a permanent or temporary basis) from the other parts of the approved conveyance to ensure the patient's comfort, safety and privacy;
- (i) ensure that every approved conveyance is not used for any purpose other than to provide the outpatient dental service by the licensee;
- (j) prevent unauthorised access to every approved conveyance; and
- (k) cause to be conspicuously displayed on every approved conveyance the business name by which the licensee provides the outpatient dental service.

Standards for facilities and equipment

11.—(1) A licensee must ensure that every equipment or facility that is used in the licensee's provision of the outpatient dental service is safe and effective.

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- (2) Without limiting paragraph (1), a licensee must ensure that —
- (a) every equipment or facility must be installed, and used or operated properly, in accordance with the instructions of the manufacturer of the equipment or facility;
 - (b) where the licensee is approved to provide the outpatient dental service using an approved conveyance, every equipment, instrument, appliance, material or facility that is necessary for the provision of the outpatient dental service is —
 - (i) fit for use at the approved conveyance;
 - (ii) if necessary, calibrated for use in the approved conveyance; and
 - (iii) securely fastened or stored in a manner so as not to pose a threat or risk to the safety of any person in the approved conveyance while the approved conveyance is in motion; and
 - (c) where the possession, use or operation of any equipment or facility requires any certification or licence, at all times when the licensee is in possession of the equipment or facility —
 - (i) the licensee holds the valid certification or licence for the possession, use or operation of the equipment or facility; and
 - (ii) the equipment or facility is checked regularly, and maintained properly and according to the manufacturer's specifications, so as to ensure that it is adequate, functional and effective.

Environment cleaning

12. A licensee must ensure that every approved permanent premises and every approved conveyance (as the case may be) is kept clean and sanitary by establishing and implementing measures and processes for regular cleaning and additional ad hoc cleaning to minimise the spread of pathogenic organisms.

Infection control

13. A licensee must prevent the occurrence of, or manage, control and contain the spread of any infection that is, or is suspected to be, connected with the licensee's provision of an outpatient dental service at any approved permanent premises, temporary premises or using any approved conveyance by ensuring that —

- (a) only equipment, material or article that is reprocessed through high-level disinfection or sterilisation in accordance with the specifications by the manufacturer of the equipment, material or article (as the case may be) and is not subsequently contaminated, is used in any dental procedure on a patient;
- (b) every equipment, material or article that is used in every dental procedure is —
 - (i) reprocessed through high-level disinfection or sterilisation in accordance with the specifications by the manufacturer of the equipment, material or article, as the case may be; and
 - (ii) kept and stored under the appropriate conditions to ensure that the equipment, material or article remains fit for use until it is used in the next endoscopic, operative or invasive procedure; and
- (c) every equipment that is used to reprocess or sterilise any other equipment, material or article is checked regularly and maintained properly in accordance with the specifications by the manufacturer of the equipment, so as to ensure its proper and effective operation.

PART 5

REQUIREMENTS RELATING TO PATIENT CARE

Division 1 — General

General requirements relating to provision of patient care

14.—(1) A licensee must ensure that every patient is properly assessed and the appropriate dental care and treatment is provided to the patient in a proper, effective and safe manner.

(2) Subject to paragraph (3), a licensee must ensure that —

- (a) no personnel provides a service or does an act beyond his or her professional expertise and qualifications; and
- (b) the provision of any service, or carrying out of any act, that is necessary to support the provision of an outpatient dental service and requires the provision of direct care to a patient by any personnel who is not a dentist, is supervised by the dentist who is charged with the care of the patient.

(3) Paragraph (2)(b) does not apply to a service that is provided, or an act carried out, by a healthcare professional in the course of his or her practice as a healthcare professional.

Provision of accommodation

15. A licensee must not, in relation to the provision of an outpatient dental service, provide any patient with accommodation for a period exceeding 12 hours.

Work processes

16. A licensee must establish, implement and regularly review written protocols relating to —

- (a) preparation, dispensing and administration of medication;
- (b) collection, packing and labelling of specimens;
- (c) precautions to be taken to avoid contamination and degradation of specimens;
- (d) proper and safe use of dental equipment, instruments, appliances, materials and facilities; and

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- (e) where the licensee is approved to provide an outpatient dental service at one or more approved permanent premises, any temporary premises or using one or more approved conveyances — the prevention, management, control and containment of the spread of any infection at those approved permanent premises, temporary premises or approved conveyances, as the case may be.

Staff strength

17. A licensee must ensure that there is an adequate number of personnel —

- (a) present at every approved permanent premises and every temporary premises during the period when any outpatient dental service is provided at the approved permanent premises and temporary premises; and
- (b) present in every approved conveyance during the period when any outpatient dental service is provided using the approved conveyance,

so as to enable the licensee to provide the outpatient dental service to every patient at those premises or using that conveyance (as the case may be) in a proper, effective and safe manner.

Division 2 — Conduct of radiography procedure

General requirements for radiography procedure

18.—(1) Where a licensee conducts a radiography procedure, the licensee must —

- (a) ensure that the radiography procedure is necessary for the patient and is conducted in a proper, effective and safe manner;
- (b) ensure that the radiography procedure is conducted on the correct patient;
- (c) where the radiography procedure is repeated for the patient, keep and maintain proper and accurate records of the reason for repeating the radiography procedure;

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- (d) establish and implement protocols to minimise the patient's exposure to radiation or repeated imaging while undergoing the radiography procedure;
 - (e) establish and implement processes and measures to protect any person who is in the approved permanent premises where the radiography procedure is conducted (other than the patient) against exposure to radiation while the patient is undergoing the radiography procedure;
 - (f) if the patient is 12 years of age or younger, ensure that the radiography procedure is conducted in a manner that safeguards the patient's health and safety, taking into account his or her age;
 - (g) ensure that all findings obtained from the radiography procedure are recorded in the patient's patient health record; and
 - (h) ensure that where any finding of a radiography procedure indicates that the patient needs any follow-up check or treatment by a medical practitioner or dentist, that the patient or (if the patient is a minor or lacks mental capacity) a next-of-kin or carer of the patient is notified of this fact and arrangements are made for the follow-up check or treatment to be provided to the patient.
- (2) A licensee must not conduct a radiography procedure on a patient unless —
- (a) the radiography procedure is requested to be conducted on the patient by a dentist who is the licensee's personnel; or
 - (b) another licensee has engaged the firstmentioned licensee to conduct the radiography procedure on the patient under regulation 21.

Specific requirements for conduct of dental x-ray

19.—(1) A licensee must ensure that any dental x-ray conducted on a patient is by a personnel who is —

- (a) a dentist;

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- (b) a medical practitioner who is registered under section 22 of the Medical Registration Act 1997 as a specialist in the branch of diagnostic radiology;
 - (c) an oral health therapist; or
 - (d) a radiographer who is a duly qualified allied health professional.
- (2) The licensee must ensure that a dental x-ray image is only read and interpreted by —
- (a) a dentist; or
 - (b) a medical practitioner who is registered under section 22 of the Medical Registration Act 1997 as a specialist in the branch of diagnostic radiology.

Specific requirements for conduct of dental cone beam computed tomography

- 20.**—(1) A licensee must ensure that any dental cone beam computed tomography conducted on a patient is carried out by a personnel (called in this regulation a qualified person) who is —
- (a) a dentist who has been issued a certification that certifies the individual’s competency in the conduct of dental cone beam computed tomography by a body specified by the Director-General;
 - (b) a medical practitioner who is registered under section 22 of the Medical Registration Act 1997 as a specialist in the branch of diagnostic radiology;
 - (c) an oral health therapist; or
 - (d) a radiographer who is a duly qualified allied health professional.
- (2) In addition to paragraph (1), the licensee must —
- (a) ensure that any dental cone beam computed tomography is conducted on a patient after the following conditions have been satisfied:

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- (i) a dentist has assessed that the use of dental x-ray, which emits a lower dose of radiation than dental cone beam computed tomography, would not be capable of producing an accurate image of the patient's dental structures;
 - (ii) a dentist, having reviewed the patient's medical history and conducted a clinical examination on the patient, has assessed that the potential benefits of conducting dental cone beam computed tomography on the patient outweigh the potential risks to the patient;
 - (iii) if the proposed dental cone beam computed tomography is the second or subsequent dental cone beam computed tomography to be conducted on the patient, a qualified person has considered whether the procedure may be conducted on a part of the patient's teeth, jaws or associated structures that is different from, or is a smaller portion of, the part of the patient's teeth, jaws or associated structures that were previously subject to dental cone beam computed tomography, to minimise the exposure of any particular area of the patient's teeth, jaws or associated structures to radiation;
- (b) keep and maintain proper and accurate records of the conditions mentioned in sub-paragraph (a)(i), (ii) and (iii) being satisfied in respect of every dental cone beam computed tomography conducted on a patient; and
 - (c) ensure that the field of view for each dental cone beam computed tomography is collimated to the area of clinical interest.
- (3) A licensee must ensure that a dental cone beam computed tomography image is only read and interpreted by —
- (a) a dentist who has been issued a certification that certifies the individual's competency in the reading of dental cone beam computed tomography images by a body specified by the Director-General; or

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- (b) a medical practitioner who is registered under section 22 of the Medical Registration Act 1997 as a specialist in the branch of diagnostic radiology.
- (4) A licensee must ensure that every equipment that is used to conduct dental cone beam computed tomography on a patient is adequate, functional and effective.
- (5) Without limiting paragraph (4), the licensee must —
- (a) establish and implement protocols to optimise the x-ray tube voltage and tube current-exposure time product during the use of a dental cone beam computed tomography scanner on a patient;
 - (b) perform the necessary tests and examinations on every newly installed dental cone beam computed tomography equipment prior to its use to ensure that the functions of the equipment (including the function to minimise any unnecessary exposure of any person to radiation while the equipment is being used) are operating normally; and
 - (c) perform regular tests, checks and maintenance on every dental cone beam computed tomography equipment in accordance with the specifications by the manufacturer of the equipment to ensure that the functions of the equipment (including the function to minimise any unnecessary exposure of any person to radiation while the equipment is being used) are operating normally.

Outsourcing of conduct of radiography procedure

21.—(1) Despite regulations 19(1) and 20(1), a licensee (*A*) may refer a patient to another person (*B*) to conduct a radiography procedure on a patient, if —

- (a) where the radiography procedure is dental x-ray — *B* is a licensee or a radiological service licensee; or
- (b) where the radiography procedure is dental cone beam computed tomography —

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- (i) *B* is a licensee who is approved to provide the radiography procedure or a radiological service licensee; and
 - (ii) a dentist who has successfully completed a course relating to dental cone beam computed tomography specified by the Director-General and is *A*'s personnel, has assessed that dental cone beam computed tomography needs to be conducted on the patient for the patient's dental condition.
- (2) To avoid doubt, *B* remains responsible to comply with —
- (a) where *B* is a licensee — the licence conditions and duties applicable to *B* in its capacity as a licensee;
 - (b) where *B* is a licensee approved to provide dental cone beam computed tomography — the conditions imposed on *B* in respect of the approval;
 - (c) where *B* is a radiological service licensee — the licence conditions and duties applicable to *B* in its capacity as a radiological service licensee; and
 - (d) these Regulations and any other regulations made under the Act applicable to or in relation to *B*.
- (3) Where *B* is a licensee, *B* must keep and maintain proper and accurate records of the referral, including —
- (a) the business name by which *A* provides an outpatient dental service; and
 - (b) if applicable, the name of the dentist who is *A*'s personnel and who made the referral for and on behalf of *A*.

Division 3 — Provision of other services

Conduct of ultrasound imaging

22.—(1) A licensee must not conduct any ultrasound imaging on a patient unless a dentist who is the licensee's personnel orders the ultrasound imaging for the patient.

(2) A licensee must ensure that any ultrasound imaging conducted on a patient is conducted —

- (a) only as a service that is incidental to the provision of an outpatient dental service;
- (b) at the licensee's approved permanent premises or temporary premises or in the licensee's approved conveyance, as the case may be; and
- (c) by a licensee's personnel who is —
 - (i) a dentist who is trained in the conduct of ultrasound imaging;
 - (ii) a radiologist;
 - (iii) a radiographer who is a duly qualified allied health professional; or
 - (iv) a sonographer.

Testing of specimen

23. A licensee must not test any specimen for a patient unless —

- (a) a dentist who is the licensee's personnel orders the test for the patient;
- (b) the testing of the specimen only involves the conduct of a simple in vitro diagnostic test; and
- (c) the testing of the specimen is provided only as a service incidental to the provision of an outpatient dental service.

Conduct of simple in vitro diagnostic test

24.—(1) A licensee must ensure that any simple in vitro diagnostic test on a specimen or a patient must be conducted —

- (a) using testing material in respect of which —
 - (i) the expiry date has not passed; and
 - (ii) the personnel who is administering the test does not suspect or have any reason to suspect that the testing material is no longer fit for use; and

(b) in accordance with the instructions specified by the manufacturer of the testing material.

(2) A licensee must ensure that any testing material that may be used to conduct any simple in vitro diagnostic testing is stored under the conditions, and handled in the manner, specified by the manufacturer of the testing material so as to lower the risk of contamination, unnecessary exposure of the testing material to the environment and early deterioration of the testing material.

Anaesthesia service

25.—(1) A licensee must not administer, or cause or permit to be administered, any anaesthetic to cause general anaesthesia in any patient.

(2) In paragraph (1), “general anaesthesia” has the meaning given by paragraph 2 of the First Schedule to the Act.

Surgical procedure

26. A licensee must not conduct any surgical procedure on a patient, unless it is a minor dental surgical procedure.

Essential life-saving measures must be available

27.—(1) A licensee must —

(a) ensure that adequate and appropriate facilities, equipment and drugs for the provision of any essential life-saving measure to a patient are readily available at every approved permanent premises, temporary premises and approved conveyance; and

(b) at all times, be capable of providing essential life-saving measures to any patient who is at risk of death.

(2) Without limiting paragraph (1), a licensee must ensure —

(a) that only resuscitation drugs that have not passed their expiry dates and are fit for use and resuscitation equipment that is fit for use are made available for use in the provision of any essential life-saving measure;

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- (b) the establishment and implementation of protocols for the rapid and accurate assessment of any patient who is in need of essential life-saving measures; and
 - (c) every personnel who provides any essential life-saving measure to a patient is adequately trained —
 - (i) to provide the essential life-saving measure in a proper, effective and safe manner; and
 - (ii) in the use of the equipment that is needed to deliver the essential life-saving measure.
- (3) A licensee must ensure that each protocol mentioned in paragraph (2)(b) is documented and that all personnel are trained and proficient in implementing the protocol.

*Division 4 — Specific requirements for provision of
outpatient dental services using approved conveyance, temporary
premises or by remote provision*

Requirements for provision using approved conveyances

- 28.**—(1) This regulation applies to a licensee who is approved to provide an outpatient dental service using an approved conveyance.
- (2) Subject to paragraph (3), a licensee —
- (a) must not provide an outpatient dental service to any patient unless the approved conveyance is stationary and properly parked;
 - (b) without limiting regulation 17, must ensure that at least one dentist or oral health therapist is present in the approved conveyance during the period when an outpatient dental service is provided using the approved conveyance;
 - (c) must inform the patient or (if the patient is a minor or lacks mental capacity) a next-of-kin or carer of the patient on any follow-up care and treatment including how the patient may obtain follow-up care and treatment; and
 - (d) if a dentist who is the licensee’s personnel, is of the opinion that the patient requires a particular dental treatment or

care which cannot be provided in the approved conveyance in a proper, effective and safe manner, must make alternative arrangements for the patient to receive the dental treatment or care and inform the patient or (if the patient is a minor or lacks mental capacity) a next-of-kin or carer of the patient of the alternative arrangements.

(3) Paragraph (2)(a) does not apply to the provision of any essential life-saving measure to a patient.

(4) In this regulation, “driving licence” has the meaning given by section 2(1) of the Road Traffic Act 1961.

Requirements for provision at temporary premises

29.—(1) This regulation applies to a licensee who is approved to provide an outpatient dental service at temporary premises.

(2) For every patient who receives an outpatient dental service at any temporary premises, a licensee must —

- (a) ensure that in determining whether a particular aspect of the outpatient dental service may be provided at the temporary premises in a proper, effective and safe manner, a dentist (who is the licensee’s personnel) attending to the patient must take into account —
 - (i) the patient’s medical condition or history;
 - (ii) the dentist’s qualifications, experience, competency and skills; and
 - (iii) the facilities, equipment, dental supplies and other resources that are available at the temporary premises;
- (b) establish, implement and regularly review guidelines to assist a dentist in making the determination mentioned in sub-paragraph (a);
- (c) inform the patient or (if the patient is a minor or lacks mental capacity) a next-of-kin or carer of the patient on any follow-up care and treatment including how the patient may obtain follow-up care and treatment; and

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- (d) if a dentist who is the licensee's personnel is of the opinion that the patient requires a particular dental treatment or care which cannot be provided to or conducted on the patient in the temporary premises in a proper, effective and safe manner, make alternative arrangements for the patient to receive the dental treatment or care and inform the patient or (if the patient is a minor or lacks mental capacity) a next-of-kin or carer of the patient of the alternative arrangements.

(3) A licensee must ensure that every personnel who attends to a patient at any temporary premises carry proof of the personnel's identity and his or her role or designation for which the personnel is engaged or employed by the licensee, and show the proof to the patient.

Requirements for remote provision

30.—(1) This regulation applies to a licensee who is approved to provide an outpatient dental service by remote provision.

(2) A licensee must not provide the outpatient dental service to a patient by remote provision, except for the following purposes and in compliance with paragraph (3):

- (a) for a dentist (who is the licensee's personnel) to review the patient's dental condition and, if necessary, prescribe any medicine to the patient, where the patient has previously received treatment or undergone a procedure at any approved permanent premises, temporary premises or approved conveyance of the licensee;
- (b) for a dentist (who is the licensee's personnel) to review the patient's dental condition and, if necessary, prescribe any medicine to the patient to prepare the patient for a dental treatment or procedure or temporarily alleviate any pain or suffering of the patient, where the patient intends to receive the dental treatment or procedure at the licensee's approved permanent premises, temporary premises or approved conveyance.

(3) Except as provided in paragraph (4), a licensee must take reasonable measures to ensure that a patient who receives an outpatient dental service by remote provision is not prescribed any drug that is specified in the First Schedule to the Misuse of Drugs Act 1973 in the course of the remote provision.

(4) A dentist who is the licensee's personnel may in the course of the remote provision prescribe a drug mentioned in paragraph (3) for the patient if the dentist has previously conducted a physical examination on the patient and assessed that the patient requires that drug.

PART 6

MISCELLANEOUS

Keeping of other records

31. A licensee must maintain proper, complete and accurate records in respect of all of the following:

- (a) the qualifications and competencies (including training and competency assessments) of each personnel, that are relevant to the provision of the outpatient dental service;
- (b) every programme, policy, system, measure, protocol or process that the licensee is required to implement under these Regulations, and every activity undertaken under that programme, policy, system, measure, protocol or process;
- (c) the installation, maintenance, servicing and repair of all equipment used in the provision of the outpatient dental service.

Price transparency

32. A licensee must, upon request by a patient or any person who intends to receive an outpatient dental service from the licensee, inform the patient or person (as the case may be) of the applicable charges (including any administrative fee) for the outpatient dental service.

Display of charges, etc.

33.—(1) A licensee must —

- (a) ensure that the fees charged by the licensee for an outpatient dental service are displayed or otherwise made available at every approved permanent premises, temporary premises or approved conveyance, as the case may be; and
- (b) where the licensee provides the outpatient dental service by remote provision — ensure that the licensee’s personnel informs the patient of such fees.

(2) The charges mentioned in paragraph (1) for an outpatient dental service must include —

- (a) the consultation fee that is applicable to the patient; and
- (b) any administrative fee or any other charge that is to be imposed in respect of the outpatient dental service on the patient.

Disclosure of approved institution status

34.—(1) A licensee who is an approved institution must —

- (a) display or otherwise make available, at every approved permanent premises, temporary premises or approved conveyance, the fact that the licensee is an approved institution; and
- (b) where the licensee provides the outpatient dental service by remote provision — ensure that the licensee’s personnel informs the patient of the fact that the licensee is an approved institution.

(2) A licensee who is not an approved institution must not —

- (a) represent to any person or give any person the impression that the licensee is an approved institution; or
- (b) otherwise mislead any person as to whether the licensee is an approved institution.

(3) In paragraph (1), “approved institution” means any of the following:

- (a) an approved medical institution within the meaning of regulation 2(1) of the Central Provident Fund (Medisave Account Withdrawals) Regulations (Rg 17);
- (b) an approved medical institution approved by the Minister under the MediShield Life Scheme Act 2015;
- (c) an accredited clinic under the scheme established by the Government known as the Community Health Assist Scheme or any other similar public scheme providing financial assistance established by the Government.

Financial counselling

35.—(1) This regulation applies in relation to the provision of any claimable outpatient dental service by a licensee to a patient.

(2) A licensee must, before providing any claimable outpatient dental service to a patient, provide information on the fees charged by the licensee for the claimable outpatient dental service, to the patient or (if the patient is a minor or lacks mental capacity) a next-of-kin or carer of the patient.

(3) For the purposes of paragraph (2), the information on the fees for a claimable outpatient dental service must include —

- (a) the estimated range of fees for the claimable outpatient dental service;
- (b) the fee benchmark for the same or similar claimable outpatient dental service that is published on the website of the Ministry of Health at <https://www.moh.gov.sg> (if available);
- (c) whether any part of the fees mentioned in sub-paragraph (a) may be —
 - (i) deducted from any medisave account;
 - (ii) reimbursed under the MediShield Life Scheme; or

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- (iii) reduced by any subsidy or grant under a public scheme; and
 - (d) any other benefit that the MediShield Life Scheme provides to the patient in respect of the outpatient dental service, if any.
- (4) A licensee need not comply with paragraph (2) if the patient is assessed by a medical practitioner to be in a critical condition and needs to receive the outpatient dental service without delay.
- (5) The licensee must, after providing the information mentioned in paragraph (3) to the patient or the next-of-kin or carer of the patient, obtain an acknowledgment from the patient, next-of-kin or carer (as the case may be) and keep the acknowledgment as part of the patient's patient health record.
- (6) In this regulation —
- “claimable outpatient dental service” means an outpatient dental service provided by a licensee to a patient who may —
- (a) claim under the MediShield Life Scheme for reimbursement (whether wholly or in part) of the charges incurred in receiving the service; or
 - (b) deduct the whole or a part of the charges incurred in receiving the service from a medisave account;
- “medisave account” means a medisave account maintained under section 13 of the Central Provident Fund Act 1953.

Offences

36.—(1) A person who contravenes regulation 8, 9(a) or (f), 10(a), (h) or (i), 11(1) or (2), 13(1), 14(1) or (2), 18(1) or (2), 20(2), 25(1), 26 or 27(1) or (2) shall be guilty of an offence.

(2) A person who is guilty of an offence under paragraph (1) shall be liable on conviction —

- (a) to a fine not exceeding \$20,000 or to imprisonment for a term not exceeding 12 months or to both; and

- (b) in the case of a continuing offence, to a further fine not exceeding \$1,000 for every day or part of a day during which the offence continues after conviction.

Made on 20 June 2023.

CHAN YENG KIT
*Permanent Secretary,
Ministry of Health,
Singapore.*

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