

MOM's New Primary Healthcare System for Migrant Workers

Frequently Asked Questions (FAQs)

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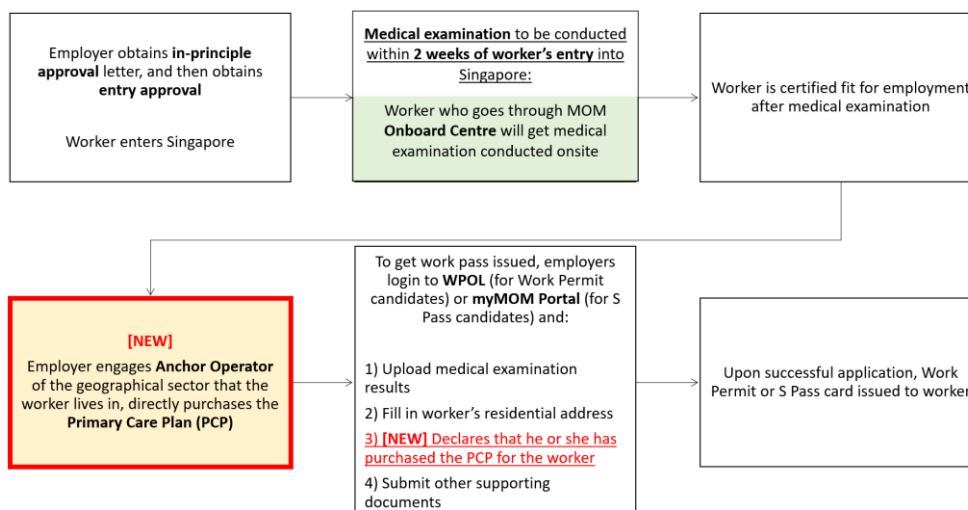
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1. Key features
1.1. Why is there a need for this new primary healthcare system for migrant workers?
<ul style="list-style-type: none"> • We aim to address care gaps identified during the COVID-19 pandemic by providing integrated, accessible and affordable healthcare services culturally attuned to the needs of migrant workers near where they live, work and find recreation. • We also aim to support a closed-loop care system for proactive public health surveillance to mitigate risk of future disease outbreak.
1.2. What are the key features of the new primary healthcare system?
<ul style="list-style-type: none"> • The new primary healthcare system consists of 6 geographical sectors across Singapore. • Each geographical sector will be managed by one of four MOM-appointed Anchor Operators. • Employers are required to purchase and maintain a mandatory Primary Care Plan (PCP) for eligible workers from the Anchor Operators. The PCP should be bought with an Anchor Operator based on where the migrant worker lives. • Anchor Operators will provide the following primary healthcare services: <ul style="list-style-type: none"> ○ A Medical Centre for Migrant Workers (MCMW) available in each geographical sector. ○ On-site Medical Centre (OMC) in selected dormitories. ○ 24/7 telemedicine services. ○ Mobile Clinical Teams deployed for public health actions in dormitories. • This will be complemented by General Practitioner (GP) clinics under the management of Anchor Operators or in partnership with Anchor Operators.
1.3. Who is required to have the PCP?
<ul style="list-style-type: none"> • All Work Permit (excluding migrant domestic workers) and S Pass holders who live in dormitories or work in the Construction, Marine and Process (CMP) sectors are required to have the PCP (i.e. “eligible workers”). • With effect from 1 April 2022, employers of newly arrived eligible workers, or of existing eligible workers who renew their work passes or change employers, must purchase the PCP before the new work passes can be issued. • All existing eligible MWs must have a valid PCP by 31 March 2023 even if their work passes are due for renewal after that date.

2. FAQs from Employers

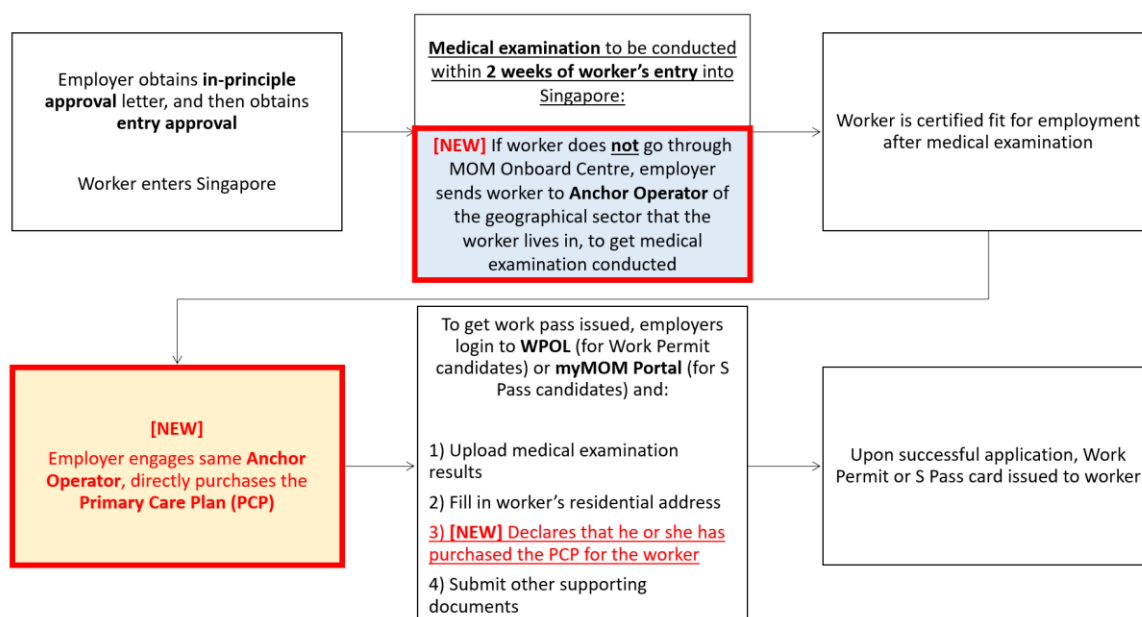
2.1. What are the changes to the work pass application process for MWs who are required to go through MOM Onboard Centres?

- You will need to purchase a **PCP** in order to get the work pass issued.
- Please refer to the following flowchart for the process changes (indicated as “NEW”):



2.2. What are the changes to the work pass application process for MWs who are not required to go through MOM Onboard Centres?

- You will need to contact MOM-appointed Anchor Operators instead of any GP clinic to get the medical examination conducted for your worker.
- You will also need to purchase a **PCP** in order to get the work pass issued.
- Please refer to the following flowchart for the process changes (indicated as “NEW”):



2.3. Why do the PCP prices vary across sectors?
<ul style="list-style-type: none"> • The PCP prices are based on an open competitive tender and reflect the different costs associated with building the medical centres and the volume catchment of workers in each sector. • We will review the prices regularly to ensure that it continues to remain affordable for employers and that the scope of the PCP meets the care needs of workers.
2.4. Why is there price variance for the cost of medical examination to be stripped off the PCP (For workers going through the Onboard Centre)
<ul style="list-style-type: none"> • The cost of conducting the medical examination varies based on the Anchor Operator, and is weighted based on the different types of medical examinations conducted across the migrant worker population.
2.5. What should I do if I want to terminate the PCP?
<ul style="list-style-type: none"> • You can contact the Anchor Operator whom you have purchased the PCP from. • Your payment for the month of termination will not be refunded. • However, your worker can continue to access the primary healthcare services from the Anchor Operator till the end of the month. • You will need to purchase and maintain the PCP from the next Anchor Operator by the start of the following month.
2.6. What should I do when my worker switches sectors?
<ul style="list-style-type: none"> • You are encouraged to switch PCP at the earliest opportunity according to the new sector that your worker will live in to ensure good accessibility to care. • Nonetheless, you may choose to remain with the existing Anchor Operator if there is an existing doctor-patient relationship or if the move is only for a time-limited period (e.g. for a new project) and accessibility is not an issue.

3. FAQs from Dormitory Operators

3.1. What should I do if my dorm resident falls sick?

- From 1 April 2022, your residents must have a valid Primary Care Plan (PCP). If your resident falls sick and report sick at your management office, please assist him with the following:
 - Your resident will be required to book an appointment via his FWMOMCare App or walk in to see a doctor physically at the Medical Centre for Migrant Workers (MCMW).
 - Your resident may walk into the Onsite Medical Centre (OMC) if there is one within your dormitory or any of the MOM-designated GP clinics in partnership with the Anchor Operator of your sector.
 - Your resident may use telemedicine services via the FWMOMCare App to have a video consult with his doctor.
- If your resident requires transport to and from the dormitory and MCMW, please ensure he boards the vehicle when it arrives to pick him.
- If he is displaying acute respiratory infection symptoms or any other infectious diseases (e.g. chicken pox), please keep him in an isolation room or sick bay while awaiting his transport to arrive.

3.2. What should I do when medications are delivered to my dorm?

- Please ensure that you and your dormitory management team can receive and store the medications in a secured storage.
- To ensure that the medication is for the intended worker, dormitory management teams are to confirm the worker's name and FIN before relaying the medication packages to the correct worker.
- You are to also keep a logbook documenting the (1) Name and FIN of the person to whom medication is intended for, (2) the collecting person's FIN, name and contact number. This is to facilitate prompt recovery of medications should there be an erroneous hand-over. Records should be stored for up to 6 months after the last entry on the logbook.

3.3. What should I do when transport arrives at my dormitory to convey my resident to the nearest MOM medical centre?

- You should liaise with the respective Anchor Operators to confirm the authorised vehicular license plates and other administrative matters to facilitate the vehicles' entry into your dormitory. This may include designating specific pick-up and drop-off points within your dormitory.
- Prior to the boarding of vehicles by workers, the dormitory management team is to verify that
 - The worker has a scheduled appointment and transport on the FWMOMCare App; and
 - The destination of transport tallies with the workers' intended medical centre.
- Please also advise the worker that there will be transportation back to the dormitory after the consultation.

4. FAQs from Migrant Workers
4.1. What am I covered for under the PCP? <ul style="list-style-type: none"> You can see the doctor at the MOM medical centre or via telemedicine for all conditions. You may also visit a listed GP clinic under the management of your Anchor Operator or in partnership with the Anchor Operator. You will also have one basic health screening each year. If your work pass is due for renewal, you will do your medical examination with your Anchor Operator.
4.2. Which doctor should I go when I feel sick? <ul style="list-style-type: none"> You can find the MOM Medical Centre that you are enrolled with on your FWMOMCare App under “Find a Doctor”. Please click on “Find a Doctor” to book an appointment to see the doctor. Once your appointment is confirmed, you will receive an SMS to tell you the date, time, location of the MOM Medical Centre you should go to and the pick-up time and location if you need transport. You can also use telemedicine services via your FWMOMCare App. If your dormitory has a clinic, you may walk into the clinic. You may also visit a listed GP clinic under the management of your Anchor Operator or in partnership with the Anchor Operator.
4.3. How much do I have to pay when I see the doctor in the new primary healthcare system? <ul style="list-style-type: none"> If you are <u>on the PCP</u>, you will have to pay \$5 when you see a doctor and get treatment at the MOM Medical Centre, or \$2 when you use telemedicine. <ul style="list-style-type: none"> If you used telemedicine and were referred for a physical consult, you will pay a top up of \$3 when you see a doctor and get treatment at the MOM Medical Centre Your employer may also choose to absorb your co-payment if this is mutually agreed as part of the employment contract or collective agreement If you are <u>not on the PCP</u> the Anchor Operator will charge based on a fees schedule. <ul style="list-style-type: none"> Please check your employment contract or collective agreement with your employer or employment agency for the amount you need to pay when you see the doctor. By law, the maximum amount you can pay is 1% of your fixed monthly salary for each outpatient visit and treatment, or \$5, whichever is higher.
4.4. What if my employer has not registered me on the PCP? <ul style="list-style-type: none"> If you are staying in a dormitory or working in the Construction, Marine and Process (CMP) sectors, you must be on the PCP from 1 April 2022. Please check your work pass to see the sector you are working in and ask your employer about it.