

Enhanced Medical Examination (ME) Portal for Work Permit Issuance – Frequently Asked Questions (FAQs)

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FAQs

A. System Functionalities of Enhanced ME Portal

1. Which work pass and transaction type medical examinations (MEs) will need to be submitted by clinics via enhanced ME Portal from 27 April 2026?

From 27 April 2026 onwards, clinics will use the ME Portal to submit:

- ME for the issuance of migrant worker's Work Permit
- Six-monthly ME (6ME) for helper

MEs for other work permit transactions (e.g. renewal, 6ME) and work pass holders (e.g. S-pass, Employment Pass) will be progressively migrated to ME Portal in the coming years. We will provide advance notice before expanding ME Portal to include MEs for other work pass and transaction types.

2. How do we submit ME results for workers without Foreign Identification Numbers (FIN)?

All migrant workers issued with in-principle approval (IPA) letters are assigned a FIN number. Their FIN is used as the primary identification when submitting ME results through ME Portal. If your clinic encounters any case where a FIN number appears unavailable, please have their employer contact MOM for assistance.

3. Why is the date of birth required in addition to the FIN number when submitting ME result through the ME Portal?

The date of birth serves as an additional verification field to ensure accurate identification and prevent submission errors for the wrong individual.

4. Will doctor and clinic information be auto-filled?

Yes, after your first submission, the system will auto-fill the doctor and clinic information for subsequent ME submissions in that session to reduce manual data entry.

5. How do we know which ME form to choose in the dropdown list when we do ME Portal submission?

It is important to check which type of ME was conducted for the worker by referring to the hard copy ME form, which will have the ME type indicated, before selecting the ME form option to submit to MOM.

6. Does the ME Portal have an auto-save feature for ME submission in progress if the browser is accidentally closed?

Given the ME form is short and can be submitted within minutes, there is no save and retrieve saved draft feature. Please restart the ME form if you accidentally close the web application.

7. Would it be possible to set the ME values to 'negative' by default to streamline the ME Portal submission process for clinics with high-volume of workers' medical examinations?

Each field must be manually selected for a few critical tests to ensure data accuracy and prevent errors. For all other tests, the clinic does not need to click anything if there is no abnormality.

8. How do we correct errors after ME Portal submission?

If you made an error with your ME Portal submission, please contact the employer to report the error and request that they pause their Work Permit issuance process. Once the employer has confirmed that they have paused the process, you may proceed to make a new ME submission with the correct information through the ME Portal.

If the employer has already completed the Work Permit issuance process before you can make the corrected ME submission, please contact MOM immediately to report the error to be guided on the appropriate next steps.

9. If employers do not have email addresses, how will they be notified that we have submitted their workers' ME results through ME Portal?

Employers are required to have registered email addresses when performing Work Permit transactions with MOM. Email notification on your clinic's successful ME submission is therefore available to the registered administrator of work pass account. Alternatively, employers may also check status of ME results via *myMOM* Portal > Work Passes > Quick Menu > Work Permit > View Details.

If you encounter cases where employers appear to not have received any email notifications because there is no active administrator in the company, please direct them to complete the online form <https://www.mom.gov.sg/wpd-manage-online-account> to appoint an administrator for the company's work pass account.

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B. ME Process & ME Portal Submission Timeline

10. When does the 1-week submission timeline start?

The 1-week submission period begins from the date of ME completion. ME is considered complete when the clinic has received all laboratory and specialist referral results, completed all ME fields, and had the doctor certify the worker's fitness for employment.

11. Can the submission deadline be extended beyond 1 week?

The 1-week timeline is necessary to ensure employers get their work permits issued in a timely manner. Most ME results do not have abnormalities and each case should take 2 minutes to be submitted via the ME Portal.

12. What happens if we cannot submit within 1 week of completing ME?

As employers would typically plan to get Work Permits issued as soon as possible upon completing ME, late ME submissions will prevent them from doing so and cause unnecessary delays for workers who are unable to start work. While ME Portal will still accept submissions after 1 week of completing ME, you are advised to inform the employers about the delay as it has potential impact on their Work Permit issuance.

13. How do we handle ME cases requiring National Tuberculosis Care Centre (NTBCC) referral or specialist consultation?

For cases requiring NTBCC or specialist referral, you have to receive all specialist referral results, including NTBCC referral results, before you can complete the ME and certify the worker's fitness for employment. You should only submit ME results through the ME Portal after the doctor has certified the worker's fitness for employment. For NTBCC referral guidelines, please refer to the MOH Circular No. 61/2024 for details.

14. Is HIV rapid test (e.g., OraQuick) admissible in lieu of lab report for work pass holders' medical examination?

For specific testing requirements and acceptable methodologies for HIV testing in employment related medical examinations, please refer to the relevant clinical guidelines issued by the Ministry of Health (MOH).

15. If a worker has medical abnormalities (e.g. HIV positive) and has requested for us not to submit the ME results to protect their privacy, can we accede to their request?

Although the worker has signed and given their consent for the ME results to be released to MOM, their employer and/or their employment agent on the ME form, clinics are advised to ask the worker to discuss with their employer about the ME abnormalities. Without the ME submission, the employer cannot proceed with the Work Permit issuance. The worker will then be required to leave Singapore and not allowed to work.

16. What are the criteria for determining whether workers should be certified fit or unfit for employment?

The fitness certification is based on the doctor's professional medical judgement and clinical assessment of the worker's condition in relation to their intended occupation. Also, the certification of the workers' fitness for employment depends on whether their overall health allows them to perform the duties without risking harm to themselves or others.

17. Can locum doctors or other qualified doctors in the clinic sign the fitness certification, or must it be the same doctor who initially examined the patient?

Any qualified doctor within the clinic, including locum doctors, may sign the fitness certification provided they have reviewed all ME findings and are satisfied with the clinical assessment. The certifying doctor takes professional responsibility for the fitness determination regardless of who conducted the initial ME.

18. If employers insist that clinics should not submit ME results directly to MOM through ME Portal, are employers allowed to submit ME results to MOM instead?

No, ME results for the issuing of migrant workers' Work Permits must be submitted directly to MOM by clinics via the ME Portal from 27 April 2026. This is the only ME submission method for employers to complete their Work Permit issuance process on *myMOM* Portal.

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C. Hard Copy vs Digital Full/Enhanced ME Form

19. Do we still need to complete hard copy ME forms if we're submitting ME results electronically via ME Portal? Why is only a subset of ME results required for ME Portal submission?

You are not required to use the hard copy ME form if your clinic has an existing clinical management system (CMS) that captures and stores the results of all the ME tests listed in the full/enhanced ME form and doctor's fitness for employment certification.

You must conduct all the relevant ME tests specified in the full/enhanced ME form to ensure proper clinical assessment of the worker's fitness for employment. You only need to submit ME values that are essential for Work Permit issuance processing, plus any other abnormal ME results.

In case employers approach you for a copy of the full ME report, you may share the completed hard or digital copy of the ME form with them.

20. If we had used the hard copy ME form to conduct issuance ME for the worker, do we need to include a scanned copy of the ME form as part of ME Portal submission?

No, you do not need to scan a copy of the hard copy form when submitting ME results via ME Portal.

21. What should we do with completed ME reports?

You should retain completed ME reports – either digitally or hard copy - in your clinic for your records and in case employers approach you for a copy of the full ME report. For specific retention periods and storage procedures, please refer to your clinic's internal documentation guidelines.

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D. ME Portal User Access & Submission Record Keeping

22. Who can submit medical examination (ME) results through ME Portal?

Only authorised CorpPass users from the clinic can submit results through the portal. This includes clinic doctors, authorised clinic staff, and locum doctors working at the clinic. The submitting person must be authorised under the clinic's CorpPass account. However, a qualified doctor must still review and certify the ME report before submission.

23. Can clinic managers or senior staff view all submissions made by their clinic staff?

ME Portal currently provides CorpPass user-level oversight, i.e. clinic managers and senior staff may only view the submissions made by themselves.

24. Will clinics receive notifications when ME submissions are made on their behalf?

Only authorised CorpPass users from the clinic can submit ME reports to MOM. You are advised to maintain your internal records of ME submissions from your clinic.

25. Why do we need to download the submission confirmation receipt, and what if we forget to download it or face technical issues during download?

The submission confirmation PDF serves as a record of your clinic's ME Portal submission. If you forget to download the submission confirmation receipt, you can also check your submission history in the ME Portal for your submission record.

26. Why are ME submission history only kept for 90 days, and how can we access older records?

A record of recent submissions to MOM is provided to facilitate immediate checks. If you foresee the need to access older records, you may download the submission confirmation PDF records to complement your internal record keeping processes.

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E. Technical Issues & Maintenance

27. What should we do if ME Portal is down during submission?

Please visit [Announcements](#) for notice of scheduled maintenance of the ME Portal. If the ME Portal is temporarily unavailable, please wait and try again later.

28. Can ME Portal system maintenance be scheduled to minimise impact on clinics?

Please visit [Announcements](#) for regular updates on upcoming system maintenance schedules. This will help you adjust when you submit ME reports to MOM.

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