

FAQs on SafeEntry

Q1	What is SafeEntry?
	<p>SafeEntry is a national digital check-in system that logs the names, NRIC/FINs and mobile numbers of individuals visiting hotspots, workplaces of essential services, as well as selected public venues to facilitate contact tracing efforts.</p> <p>SafeEntry is used for data collection and verification at entry/exit points through (1) scanning of a QR code displayed at the venue, or (2) having an identification card with a barcode (e.g. NRIC, driver's licence, student pass and work permit) scanned by staff.</p>
Q2	Where does SafeEntry need to be deployed?
	<p>Deployment will be made mandatory for places where individuals are likely to be in close proximity for prolonged periods or in enclosed spaces, or where there is high human traffic.</p> <p>Places where SafeEntry must be deployed from 12 May 2020 are:</p> <ul style="list-style-type: none">• Workplaces e.g. offices, factories• Schools and educational institutes• Healthcare facilities e.g. hospitals, clinics, TCM clinics• Residential care facilities e.g. nursing homes• Pre-schools• Hairdressers/ barbers• Supermarkets• Selected popular wet markets (Geylang Serai Market, Block 104 / 105 Yishun Ring Road (Chong Pang Market), Block 20/21 Marsiling Lane, and Block 505 Jurong West Street 52)• Malls• Hotels <p>The list of places where SafeEntry must be deployed will be updated at https://www.safeentry.gov.sg/deployment as more activities and services are resumed.</p>
Q3	Why is SafeEntry being expanded to more places?
	<p>As we move towards relaxing the circuit breaker measures, it is even more critical that contact tracing is done well to mitigate the risk of new waves of infection. SafeEntry helps to support and quicken contact tracing efforts as it automatically provides authorities with a record of individuals who enter and exit premises. This will reduce the time needed to identify potential close contacts of COVID-19 patients. This is important so that we can continue advancing towards fewer restrictions on our movements, and our daily lives.</p> <p>Members of the public are also encouraged to download the TraceTogether app. Both SafeEntry and TraceTogether provide critical information for contact tracing. You may refer to tracetogether.gov.sg for more details.</p>

<p>Q4</p>	<p>Our hospital is a large campus; where should we deploy SafeEntry? Do we have to deploy at every ward, clinic, level, department or block? How about specialist medical clinics and laboratories which are independent entities operating in the facility?</p>
	<p>Depending on the layout and expanse, healthcare facilities should assess suitable points of deployment of SafeEntry to capture check-in details to a reasonable degree of granularity balanced against operational feasibility. For example, campuses with multiple blocks or zones may deploy SafeEntry at entry/exit points of each block or zone, or at areas where visitors are currently already registering their visits. Detailed and granular information will improve the accuracy of contact tracing.</p> <p>For independent entities (e.g. laboratories, specialist clinics) providing services within the healthcare facility, each entity is required to deploy SafeEntry at its premises to capture the entry and exit of employees, visitors and patients.</p> <p>Retail outlets where customers are unlikely to be in close proximity for a prolonged period of time, such as retail pharmacies, convenience stores, are encouraged, but not required, to implement SafeEntry for customers.</p>
<p>Q5</p>	<p>I run a clinic in a building and SafeEntry is already implemented for my building (e.g. office building, mall). Does my clinic have to implement SafeEntry as well?</p>
	<p>Yes, SafeEntry should still be implemented by your clinic, to specifically capture the entry and exit of employees, visitors and patients to the clinic.</p>
<p>Q6</p>	<p>Am I required to use SafeEntry for emergency service providers (e.g. SCDF ambulance staff or firefighters) entering the premise during an emergency?</p>
	<p>In emergency situations, priority should be placed on addressing the situation. There is already other data available to help in contact tracing efforts when the need arises.</p>
<p>Q7</p>	<p>Are Food & Beverage (F&B) outlets in my institution required to implement SafeEntry?</p>
	<p>At the moment, F&B outlets are not required to implement SafeEntry for customers as they are only open for delivery and/or takeaway. F&B outlets are still required to implement SafeEntry for their staff as per all workplaces.</p>
<p>Q8</p>	<p>Are delivery personnel, suppliers and sales representatives required to check in via SafeEntry?</p>
	<p>Yes, all persons entering a healthcare facility's premises including suppliers and visitors are required to check in via SafeEntry.</p>
<p>Q9</p>	<p>Healthcare institutions are already required by MOH to maintain detailed records of all visitors and patients beyond the information that is collected</p>

	via SafeEntry. Are healthcare institutions still required to implement SafeEntry?
	<p>Yes, healthcare institutions are required to implement SafeEntry for employees, patients and visitors. The use of SafeEntry is mandatory because a common system used by all establishments would allow data to be sent to MOH in an automated manner to facilitate efficient contact tracing. MOH will subsequently contact the institution for more information should the need arise.</p> <p>Members of the public, healthcare workers and patients are also encouraged to download the TraceTogether app. Both SafeEntry and TraceTogether provide critical information for contact tracing. You may refer to tracetgether.gov.sg for more details.</p>
Q10	If I provide healthcare services at patients' homes (e.g. community nursing, house calls), must I ask my patient to check-in via SafeEntry when I visit their home?
	SafeEntry is not required when providing services at patients' homes. You are encouraged to download the TraceTogether app to facilitate contact tracing should the need arise. For more information on TraceTogether, visit www.tracetgether.gov.sg .
Q11	I am required under 10B of the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 to "as far as is reasonably practicable, obtain and keep the contact particulars of every individual" before allowing him or her to enter my premises, so as to facilitate contact tracing measures. Can I fulfil this by deploying SafeEntry?
	Yes. The deployment of SafeEntry will facilitate the Government's contact tracing measures, and will fulfil the above requirement under Regulation 10B.
Q12	Why do we need to use SafeEntry instead of existing vendor management systems?
	<p>The use of SafeEntry is mandatory because a common system used by all establishments would allow data to be made available to MOH quickly, so as to facilitate contact tracing. SafeEntry allows the data of visitors and employee data to be sent the authorities in an automated manner. Contact data collected by SafeEntry is only used by authorised personnel for contact tracing purposes, and stringent measures are in place to safeguard the data in accordance with the Government's data security standards.</p> <p>Members of the public, healthcare workers and patients are also encouraged to download the TraceTogether app. Both SafeEntry and TraceTogether provide critical information for contact tracing. You may refer to tracetgether.gov.sg for more details.</p>
Q13	I am already using an existing visitor management system. Is it possible to integrate this with SafeEntry?

	We are not able to support integrations of other systems with SafeEntry at the moment. We will continue to examine and improve our digital tools to enable more effective and efficient contact tracing.
Q14	Do healthcare facilities have to enforce both check in and check out?
	Only check-in for SafeEntry needs to be enforced.
Q15	Can visitors check in using one mode and exit using another mode (e.g. QR and NRIC)?
	Yes, they can.
Q16	What happens if SafeEntry breaks down? Is there flexibility in the enforcement of SafeEntry?
	Businesses should tap on the alternate mode of SafeEntry in the unlikely event that their preferred mode breaks down, i.e. use SafeEntry QR as back-up if SafeEntry NRIC is the preferred mode, and vice versa. Businesses may do so by setting up the alternate mode at www.SafeEntry.gov.sg . We do not recommend hard copy form filling as a back-up.
Q17	Deployment of SafeEntry can result in significant congestion during certain periods. Can healthcare facilities temporarily stand down SafeEntry during these periods?
	It is important to capture information for SafeEntry especially during high footfall periods. Healthcare facilities should develop plans so that they are able to implement SafeEntry during all periods.
Q18	With the implementation of SafeEntry, is the travel and health declaration still required?
	Yes, travel and health declaration is still required, to ensure the safety of individuals within the healthcare facilities. Healthcare facilities may continue to utilise their existing systems to collect these declarations.
Q19	What is the alternative for persons without an NRIC or smartphone? Should entry be denied?
	<p>Individuals visiting healthcare facilities are required to provide the necessary information (i.e. check-in timings) via SafeEntry. To cater to visitors who do not have a suitable mobile phone to scan QR codes, or do not have their NRIC with them, healthcare facilities are advised to station staff at the various entrance/exit points to assist with a dedicated mobile device for manual check-ins.</p> <p>Institutions may deny entry to visitors and contractors who do not provide the necessary information. Denial of entry should not be imposed on patients who are seeking medical attention.</p>

Q20	Will healthcare facilities be updated if there is a case being traced that is linked to the facility? Do healthcare facilities still need to conduct its own contact tracing?
	SafeEntry is meant to send data to MOH in an automated manner so that contact tracing can be initiated expediently when a confirmed COVID-19 case is notified to MOH. While healthcare facilities will not be automatically notified by SafeEntry if there is a record of a COVID-19 patient at their facility, MOH will be able to quickly notify the facility as part of contact tracing protocol and will work with the facility on contact tracing. Healthcare facilities are requested to continue with their existing contact tracing protocols using their in-house systems.
Q21	Are there data safeguards in place when using SafeEntry?
	The data collected via SafeEntry is stored in the Government server, which will only be accessed by the authorities when needed for contact tracing purposes. The Government is the custodian of the data submitted by individuals, and there will be stringent security measures in place to safeguard access to personal data. Only authorised public officers involved in contact tracing will have access to the data, when the need arises. Data will be kept for the sole purpose of contact tracing. All data is encrypted, and the database can only be accessed by authorised personnel. The data will be purged when it is no longer needed for contact tracing purposes.
Q22	How will the Government check and ensure that businesses and services are using SafeEntry? What are the penalties for those who flout the rules?
	Businesses and services are required to use SafeEntry to collect entry information of employees and visitors on their premises for as long as it is required by law during the period of COVID-19. Those that do not comply with the requirement to use SafeEntry will be subject to the penalties stipulated under the COVID-19 (Temporary Measures) Act.
Q23	Where can I find more information about SafeEntry?
	More technical details on SafeEntry can be found at https://www.safeentry.gov.sg
Q24	What is TraceTogether? How does it work?
	TraceTogether is a mobile application that is designed to supplement current contact tracing efforts. It works by exchanging short-distance Bluetooth signals between phones to detect other participating TraceTogether users in close proximity. Records of such encounters are stored locally on each user's phone. If a user is interviewed by MOH as part of the contact tracing efforts, he/she can consent to send his/her TraceTogether data to MOH.

	The TraceTogether app is available for download on App Store and Google Play Store. For more details, visit tracetgether.gov.sg
Q25	Since SafeEntry is mandatory, can I switch from my existing visitor registration system to SafeEntry? Will I be able to extract data from SafeEntry?
	<p>Institutions are encouraged to retain their existing systems if there are travel and health declaration components, or if the data is being used for other purposes e.g. patient registration.</p> <p>Support for data sharing is currently unavailable as the data collected via SafeEntry is used solely for contact tracing by MOH.</p>
Q26	With SafeEntry in place, does that mean that Healthcare Institutions can cease institutional contact tracing?
	No, the healthcare institutions are still required to continue with the current contact tracing efforts. SafeEntry is meant to send data to MOH in an automated manner so that contact tracing can be initiated expediently when a confirmed COVID-19 case is notified to MOH. MOH will still continue to work with institutions on contact tracing.