

**Frequently Asked Questions on the Mass Swab Test offered by the Health Promotion Board (HPB)
(for dissemination by the Economic Development Board (EDB) to Companies)**

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Participating in Regular Swab Tests	
1.	<p>Why does my staff have to participate in the regular swab tests?</p> <p>COVID-19 testing is a key enabler of the Government’s overall efforts to safely re-open after the circuit breaker. Besides diagnostic testing, Singapore has started to conduct active surveillance testing on targeted groups, to help detect cases early and reduce the risk of large COVID-19 clusters from developing.</p> <p>As such, the Health Promotion Board, which has been appointed the national agency to support COVID-19 testing, has been setting up Regional Screening Centres for targeted segments to participate in swab tests progressively across the island to support the national testing efforts.</p>
2.	<p>Who has to participate in regular swab tests?</p> <p>All staff in the marine and process sectors who work on site such as engineers, consultants, contractors, supervisors, technician, operators and craftsmen, will need to be tested regularly, once every 2 weeks. This includes Singapore Citizens/ Permanent Residents/ Employment Pass, S Pass and work permit holders.</p> <p>The regular swab tests apply for both staff <u>who are not residing in dormitories and staff who are residing in dormitories</u>. However, for staff staying in dormitories, the testing will</p>

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	<p>only be arranged after the dormitories are cleared. Staff who are residing in dormitories that have not been cleared should not be registered for the regular swab tests.</p> <p>If your staff has a positive swab test done in the last 6 months, he or she need not be swabbed.</p>
3.	<p>Can my staff miss one or more cycles of the swab tests?</p> <p>Staff who have to undergo the regular testing should not be missing their swab tests without valid reason. Employers found to be non-compliant to the regime of the regular testing may be subjected to enforcement actions by the respective sector agencies.</p>
Registration for Regular Swab Tests via Swab Registration System	
4.	<p>How do companies sign up for a swab appointment?</p> <p>Companies can sign up for a swab appointment via the online Swab Registration System (SRS) from 1 Aug 2020 onwards. This system allows employers to schedule swab test appointments for their employees.</p> <p>This includes the following types of employees:</p> <ul style="list-style-type: none">• Singapore Citizens/ Permanent Residents/ Employment Pass holders who work on-site• All marine and process work permit holders and S Pass holders residing in non-dormitories e.g. HDBs and private residential premises• All marine and process work permit holders and S Pass holders residing in cleared dormitories <p>In the interim, EDB will continue to facilitate manual swab appointments by contacting eligible companies to arrange for these employees to be tested. All swabs will strictly be by appointment basis, regardless manual or online.</p>
5.	<p>Will companies be able to see the quota allocated to them?</p> <p>Yes</p>
6.	<p>What if companies encounter issues?</p>

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	<p>A user guide has been provided to companies. If companies have any issues, sector leads (EDB, in this case) will be the first point of contact.</p>
7.	<p>If an employee is unable to make it for the allocated slot for the test, can he/she reschedule his/her appointment?</p> <p>Employees are advised to strictly follow their assigned test appointment slots. If there are employees who miss their swab appointment for valid reasons such as being unwell on that day, employers can schedule the worker for another appointment, with the earliest being 2 days after the original appointment.</p>
8.	<p>What if an employee is on Medical Leave? Would he/she need to go for the swab test?</p> <p>Employees who are on medical leave for fever or upper respiratory tract related symptoms (cough, runny nose, sore throat etc.) should not go for the swab test. However, if their medical leave is unrelated to fever or upper respiratory tract related symptoms, they may go for the swab test. Those who miss the allocated time slot for the swab test due to their medical leave, employers can schedule the worker for another appointment, with the earliest being 2 days after the original appointment.</p>
9.	<p>What if the employee has just returned from Home Quarantine Order, Stay Home Notice or 5-day Medical Leave? Would they need to go for the swab test?</p> <p>Employee returning from Home Quarantine Order (HQO), Stay Home Notice (SHN) or 5-day Medical Leave can take the swab test only if their HQO, SHN or 5-day Medical Leave has ended by the date of the scheduled swab appointment. Hence, workers that are currently serving QO/SHN/5-day MC should only be scheduled for a swab appointment at the earliest date after their QO/SHN/5-day MC ends.</p>
10.	<p>What happens to employees who are confirmed C+? Is the system able to delete their names?</p> <p>Work Permit Holders who are confirmed C+ will be automatically removed from SRS. Employers are required to manually remove Singaporeans/Permanent Residents who are confirmed C+ from SRS.</p>

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11.	<p>What happens to employees found with medical contraindications? Is the system able to delete their names?</p> <p>Employers will need to manually remove SC/PR employees with medical contraindications from SRS. As foreign workers cannot be removed from the SRS, employers must remember not to schedule them for swab appointment through SRS. Instead, employers are required to contact HPB Healthline by calling 1800 223 1313 or emailing to HPB_Healthline@hpb.gov.sg to make an appointment for an individual oropharyngeal (throat) swab test at Farrer Park Hospital.</p>
12.	<p>My employee was a confirmed C+ and/or recovered C+ worker. Will he/she be required to undergo regular testing? If so, how do I do it?</p> <p>Persons who are confirmed C+ and/or recovered C+ will be required to undergo regular testing 180 days after his/her last positive swab date. Foreign workers will be automatically reflected in SRS. You will need to manually include Singaporeans/Permanent Residents into SRS.</p>
13.	<p>My employee's 1st swab was found to be inconclusive and is due for a 2nd reswab, what happens to his appointment in SRS?</p> <p>If the swab test result is negative, employers can reschedule the next appointment 14 days from date of the 2nd reswab on SRS. If the result is positive, the employee will be removed from the SRS, if he/she is a foreign worker. Employers will need to remove SC/PR employees themselves from the SRS if the reswab test result is positive.</p>
14.	<p>My employee is due for a 3rd reswab and serology test at NCID, what happens to his appointment in SRS?</p> <p>If both swab test and serology results are negative, employers can reschedule the next appointment 14 days from date of the 3rd swab on SRS. If the result is positive, the employee will be removed from the SRS, if he/she is a foreign worker. Employers will need to remove SC/PR employees themselves from the SRS if the reswab test result is positive.</p>

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15.	<p>Can companies send their employees to any private clinics or labs for tests to be done?</p> <p>Companies should not approach laboratories/hospitals to set up a private arrangement for these tests.</p>
16.	<p>Will companies be able to see the results of the swab tests on SRS?</p> <p>No. Companies will only be able to see the attendance report. Other solutions are being explored for the notification of results. Employers can check in with their sector leads (EDB, in this case) on swab test results via SWAB@edb.gov.sg or log on to the Safe@Work portal to get the latest status of their employees.</p>
Regional Screening Centres	
17.	<p>How are the locations of these Regional Screening Centres chosen?</p> <p>The locations for the Regional Screening Centres have been chosen because they:</p> <ul style="list-style-type: none">i. are well-ventilated and have separate sanitation facilities for individuals coming for screening and staff, for infection control purposes;ii. have sufficient usable spaces within the site, large enough to accommodate the numbers being tested to effectively implement safe distancing measures; andiii. are currently vacant or have certain areas not in use
18.	<p>What are the precautionary measures in place at the Regional Screening Centres?</p> <p>Precautionary measures including infection control measures are taken at the Regional Screening Centres to protect the individuals coming for screening and staff onsite.</p> <p>For contact tracing purposes, safe distancing marshals are deployed to ensure that everyone who enters the site check-in via SafeEntry. Every person at the screening centre must adhere to the strict safe distancing requirements put in place, practice good personal hygiene and put on a mask at all times.</p> <p>There are also separate sanitation facilities for individuals coming for screening and staff. The number of touch points (such as doors or chairs) are eliminated where unnecessary</p>

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	<p>or minimised. The chairs at the swab station are also wiped down after every individual's use, and staff conducting the tests will change their gloves after each swab is done.</p> <p>Swabbing stations are demarcated as Red Zones and staff are donned in full PPE gear to protect themselves and the community.</p> <p>Security personnel and ushers also guide those onsite to follow strictly a one-direction route and remind people to leave the centre as soon as their swabbing is completed.</p> <p>The centres are also disinfected and cleaned daily at the end of daily operations</p>
19.	<p>How do employees get to the Regional Screening Centres?</p> <p>Please note that all swab tests are by-appointment only; employees who do not have a swab test appointment should not proceed to the swabbing centre.</p> <p>Companies have the prerogative to cater for transport such as buses to ferry their staff to the designated swabbing centres. However, the following must be observed:</p> <ul style="list-style-type: none">• Companies have the responsibility to ensure that staff undergo wellness checks such as temperature taking before boarding the company-chartered transport• Companies are to ensure that safe-distancing measures are adopted in the company-chartered transport• There must be a supervisor with the staff to ensure that all the scheduled staff are accounted for when disembarking at the swab site and before leaving the swab site after the swab test. The supervisor can also be one of those scheduled for a swab test.• Companies should ensure that the supervisor or a designated person is provided with a copy of the notification to employers that indicates confirmed date and time of swab test. This is required for the company-chartered transport to gain entry into the swabbing centre premises.• Company transport must be on standby to pick up employees when swabbing is completed. Employees will not be allowed to loiter around the swabbing centre due to infection control considerations

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	<ul style="list-style-type: none">• The supervisor or designated person should also arrange the workers from the same company in groups of 5 where possible and highlight to the ground staff that they should be in the same swab pools. <p>Staff who are making their own transport arrangements are to note that no private vehicles, including cars and motorcycles, will be allowed into the premises of the swabbing centre. Staff who are taking taxis or private-hire vehicles should alight outside the swabbing centre and enter by foot. Staff is to bring a copy of the notification indicating the confirmed date and time of swab test and only come at their allocated timeslot.</p>
20.	<p>What are the operating hours of the swabbing centres?</p> <p>The operating hours of each swabbing centre are different. We seek companies' assistance to ensure that employees keep to the appointment slots assigned to them to avoid delaying other appointments or missing their appointments.</p>
21.	<p>What are the designated swabbing centres for my in-dorm and non-dorm employees?</p> <p>Please refer to Annex A. Employers to also check in with their sector leads (EDB, in this case) as swabbing operations are being scaled up on a national level and any changes in location will be shared with sector lead.</p> <ul style="list-style-type: none">• EDB: SWAB@edb.gov.sg
22.	<p>What can employees expect once they arrive at their designated swabbing centres?</p> <p>Employee can expect to see a total of four stations, comprising of (i) holding, (ii) registration, (iii) swabbing and (iv) discharge.</p> <p><u>Holding Area</u></p> <p>Employees are to arrive on time at the waiting area and must wear masks. They will be briefed on what to expect, reminded to practise good hygiene at all times and keep to the social distancing measure put in place throughout the whole process. There will be signages to guide employees along during the visit. Should employee feel unwell or need to use the toilet, please inform the staff present. For contact tracing purposes, employee must scan the SafeEntry QR code and check-in at the site.</p>

Registration

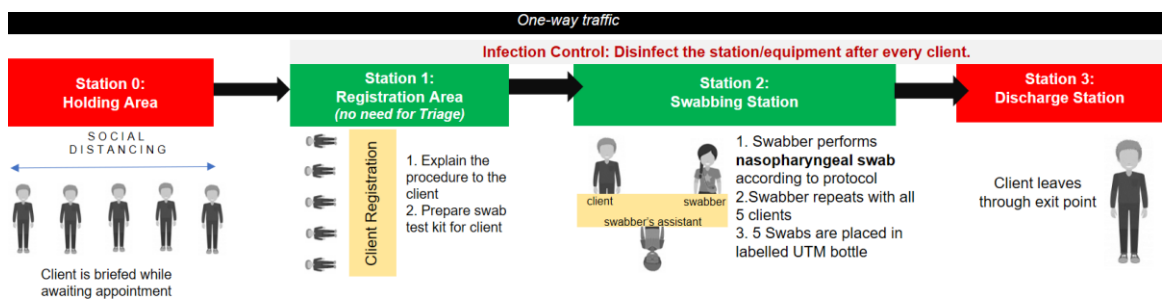
Employee will be registered and be asked to complete a Laboratory Registration Form (LRF) with an attached name label. The swabbing procedure will also be explained to them. An usher will direct the employee an available Swab Station. The usher will hand over the test kit to the swab assistant.

Swabbing

Employee will be required to identify themselves to the swabber. A tissue will be provided to the employee to blow their nose. They will be asked to be seated in a comfortable position. Once the employee is ready, the dry swab will be inserted through one nostril straight back along the floor of the nasal passage until it reaches the posterior wall of the nasopharynx. Employee is to expect resistance and rotation of the swab in the nostril. The same process will be repeated in the other nostril with the same swab.

Discharge

Upon completion of swab, the usher will direct the employee to exit point. The employee will be briefed on what to expect after the test. Employee will be informed to scan the SafeEntry QR code and check-out of the site. Employee is to walk to the company-arranged transport vehicle or to walk out of premise by foot for other private or public transport.



23. **What do employees need to bring for their swab test?**

Employee will need to bring:

- A copy of notification indicating date and time of confirmed swab appointment
- A form of photo identification with their NRIC/FIN number e.g. NRIC, work permit, driver's license
- Bottle of drinking water to keep hydrated
- Umbrella for wet weather

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	<ul style="list-style-type: none"> Mask (to be worn at all times)
24.	<p>What is the duration of the entire swabbing process?</p> <p>The whole swab process will take approximately six minutes. The entire process from the first station (i) holding, (ii) registration, (iii) swabbing to the last station (iv) discharge would take approximately one hour. We seek companies' understanding that the ground operation staff will be trying their best to clear the employees as quickly as possible.</p>
25.	<p>What if the employee often has nosebleeds, can he/she still take the swab test?</p> <p>At the registration station, employee would be asked to identify whether he/she has any contraindications*. If employee is found to have contraindications, he/she would be referred to do a throat swab at Farrer Park Hospital.</p> <p><i>*Contraindications include: Previous facial/nose surgeries, or operations through the nose, Ear/Nose/Throat (ENT) conditions, Facial or Skull fractures, Frequent nosebleed conditions, Tumours/cancers of the nose or throat</i></p>
Results from Swab Tests	
26.	<p>How long do employees need to wait to receive the results of their test?</p> <p>Test results would be out within 1 – 4 days. Employees whose test results are positive will be informed. Foreign workers can check their results via the FWMOMCare App. Employers can also check in with their sector leads (EDB, in this case) on swab test results via SWAB@edb.gov.sg or log on to the Safe@Work portal to get the latest status of their employees.</p>
27.	<p>What should employees do while they are waiting for the results of their pooled test?</p> <p>Employees should continue to practise the same standard COVID-19 precautionary measures i.e. frequent washing of hands with soap – especially before eating or handling food, after toilet visits, or when hands are dirtied by respiratory secretion after coughing or sneezing; practicing safe distancing and the wearing of mask when leaving the house for essential purposes.</p>
28.	<p>What should employers do as their employees are waiting for the results of their pooled test?</p>

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	<p>Employers should have adopted safe distancing measures at the work places. As such, employees awaiting their results can continue to work at their work places, subject to guidelines and regulations imposed by MOM and other agencies (e.g. EDB).</p>
29.	<p>What does it mean when my employee’s result is inconclusive? Why do they need to take a re-test? Where should they do the re-test?</p> <p>An inconclusive pooled test result happens when it does not show up clearly as a positive or negative result. This could be because there is low viral load in the specimen leading to non-definitive results or because the specimen for testing was insufficient. This is why an individual re-test is necessary to confirm the results. EDB will liaise with employers on the details of the re-test.</p> <p>Employers are also required to arrange transport for affected employees to go for their re-test. Arrangement of transportation for your worker(s) can be a taxi and/or private hire vehicle but windows to be winded down during the trip.</p>
30.	<p>Employee was informed that his/her test is suspected to be positive and was asked to undergo a second test. Why did this happen?</p> <p>HPB may adopt a pooled or batched testing for this swab test. This is a method where multiple samples are pooled together as one result. Given the limited testing capacity available globally, scientists from multiple countries have used this method to enable simultaneous testing of multiple samples to accelerate the rate of testing and detection of COVID-19 cases. This method has been validated locally and used in the recent dormitory and pre-school staff swab tests. We have thus adopted this method in Singapore for the testing of groups where there is low prevalence. In rare cases where the pooled sample is found to be positive, it means that 1, 2 or even all of the samples collected may be COVID-19 positive. Hence, an individual test will be conducted for each person in the pool to determine which individual(s) are positive.</p> <p>The affected individual(s) of the pooled-test positive batch should observe safe distancing measures and practice personal hygiene, while waiting for conveyance to the swabbing site for their reswabs. The affected individuals should not be working and must observe</p>

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	<p>self-isolation at home while conveyance is being arranged and while waiting for their re-swab test result to be out.</p>
31.	<p>What should the employer do if any of his employees are suspected positive and asked to undergo a second test?</p> <p>Employers should have adopted safe distancing measures at the work places. If employees are at the work place when contacted by MOH officers, employers should ensure that the employees are isolated from the rest of the employees, while awaiting conveyance to the re-swab centre.</p> <p>Employees can also choose to go home to await for conveyance to the re-swab centre. While waiting for re-swab to happen, employee is to self-isolate at home and should not go to work.</p> <p>When an employee is contacted by a MOH officer, he or she should confirm the pick-up address at the time of the planned pick up and his or her mobile numbers. Employee is to make himself/herself available for the allocated slots to allow the reswab to be conducted in a timely manner. Any change to allocated slot is strongly discouraged and subject to approval.</p> <p>In the event that the employee is tested to be COVID-19 positive, MOH would do the necessary contact tracing and might contact the employers.</p> <p>Employee is to continue self-isolation while waiting for his/her re-swab results to be out.</p>
32.	<p>What happens if an individual employee is tested positive for COVID-19?</p> <p>The employee will be notified by a healthcare personnel and necessary arrangement would be made for his conveyance to the hospital. He will also need to observe self-isolation at home while conveyance is been arranged.</p>
33.	<p>Why are some employees required for a 3rd individual swab and serology test at NCID?</p>

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	<p>Individuals <u>from the same group</u> who were initially tested as batch positive, and 2nd swab (or re-swab) negative, will be recalled back to NCID for a- 3rd swab as a group. Besides repeating the swab test, NCID will do a blood test for serology which will provide more information on the individuals.</p>
34.	<p>What should the employer do if any of his employees are required to be tested at NCID?</p> <p>While waiting for re-swab appointment at NCID, employee is to self-isolate at home and should not go to work. When an employee is contacted by MOH officer, he or she should confirm the pickup address at the time of the planned pick up and his or her mobile numbers. Employee is to make himself/herself available for the allocated slots to allow the NCID appointment to be conducted in a timely manner. Any change to allocated slot is strongly discouraged and subject to approval.</p> <p>In the event that the employee was tested to be COVID-19 positive, MOH would do the necessary contact tracing and might contact the employers.</p> <p>Employee is to continue self-isolation while waiting for his/her re-swab results to be out.</p>
35.	<p>What should employee do while waiting for his results from NCID?</p> <p>Employee should self-isolate after he/she had undergone a re-swab and is waiting for his/her results to be out. Employees whose test results are negative would be notified by EDB (via their employer). Employees whose test results are positive would be notified by a healthcare personnel and necessary arrangement would be made for his conveyance to the hospital.</p> <p>Employee must not call NCID as it will increase the traffic call to NCID A&E unnecessary.</p>
Payment	
36.	<p>Do I need to pay for my employee's regular swab test?</p> <p>No, you currently do not need to pay for the regular swab test.</p>
37.	<p>Do I need to pay for my employee's re-test?</p>

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	No, you currently do not need to pay for the re-test.
SRS-Related Queries	
38.	<p>Can I have more than one account for my company?</p> <p>No, each company can only have 1 valid SRS account.</p>
39.	<p>Can my colleagues use my account to log in?</p> <p>No, your account is meant for your own use. Concurrent logins with the same Login Email Address will not be allowed.</p>
40.	<p>Why am I unable to select timeslots?</p> <p>Timeslots are automatically assigned based on the number of eligible employees scheduled to be swabbed for the day. This is designed to maximise utilisation and operational efficiency.</p>
41.	<p>Will my booking be automatically rescheduled in the next 14 days?</p> <p>Yes, your booking will be re-scheduled in the same swab site in the next 14 days.</p>
42.	<p>Why are some of my employees pre-populated on SRS but some are not?</p> <p>The system is for your SC/PR and foreign workers (E-Pass, S-Pass and Work Permit holders)</p> <ul style="list-style-type: none"> ▪ For SC/PR, you will be able to add and remove SC/PR from the system ▪ For foreign workers, only eligible ones will be pre-populated by MOM's database. <p>Eligible foreign workers include:</p> <ol style="list-style-type: none"> a. Staying in cleared dormitories (PBD, FCD, CTQ, TOLQ, TLQ regardless of occupancy and decant sites), and with clean nominal rolls b. Not living in dorm and from the Construction, Marine or Process sectors c. Holding onto valid work passes <p>Foreign workers who are currently active COVID-19 cases and recovered individuals will be excluded. Please note that employees on Special Pass will not be pre-populated in SRS.</p>
43.	<p>Why are there missing employees and/or missing scheduled appointments on SRS?</p> <p>This could be due to various reasons.</p> <ul style="list-style-type: none"> <input type="checkbox"/> They were COVID-19 positive workers

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	<ul style="list-style-type: none"> <input type="checkbox"/> Their work passes are no longer valid e.g. expired or cancelled <input type="checkbox"/> There were changes to their living arrangements e.g. they moved from a cleared dormitory to an uncleared dormitory <input type="checkbox"/> They are under Stay Home Notice (SHN) and/or Quarantine Order (QO) <p>Employers can use the Safe@Work Portal to check for the above conditions. If the workers fulfil any of the above conditions, their names are automatically removed from the system.</p> <p>If the workers do not meet of any of the above conditions, please contact your sector lead for further assistance.</p>
44.	<p>My workers’ dorm is declared cleared on MOM’s website, but their names are not on SRS. What should I do?</p> <p>Please work with your dorm operator to confirm the nominal rolls with MOM. Once this is confirmed, workers from the dorms would be on the SRS.</p>
45.	<p>What should I do if my employees are incorrectly tagged as dorm or non-dorm?</p> <p>Please ensure your employees’ residential address is updated in MOM’s database – Online Foreign Worker Address Service and Employment Pass Online. Please work with the Dorm Operator to ensure they update MOM with the latest address as well.</p>
46.	<p>What should I do if the appointment SMS is sent to the wrong worker?</p> <p>If the worker is a Singaporean/Permanent Resident, you can update their mobile number on SRS. Please refer to the User Guide for Company Admins.</p> <p>If the worker is a Foreign Worker, please ensure their mobile number is updated in MOM’ databases – Employment Pass Online and Online Foreign Worker Address Service. Changes to foreign workers’ particulars take up to 48 hours to be reflected.</p>
47.	<p>My employee need not go for regular testing but his/her name is on SRS. How can I remove them?</p> <p>If your employee does not need to go for regular testing, you do not need to schedule them for swab appointments. The employee can be manually removed from SRS, if he/she is a Singaporean/Permanent Resident. As foreign workers cannot be removed from the SRS, employers must remember not to schedule them for swab appointment through SRS.</p>

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48.	How do I edit my employee's information? Please refer to the User Guide for Company Admin and only SG/PR particulars can be edited on SRS. Changes to SG/PR particulars on the SRS are reflected immediately.
49.	How do I increase my quota so that I can schedule more workers for regular testing? Please notify your sector leads on this request.

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Annex A

S/N	Swabbing Centres	Who should be scheduled here
1	Changi Airport Terminal 4	Employees not living in dormitories (i.e. non-dorm workers)
2	F1 Paddock	
3	Home Team NS @ Bukit Batok	
4	Old Police Academy	
5	The Float @ Marina Bay	
6	Civil Service College @ Changi	Employees living in dormitories (i.e. dorm workers)
7	Cochrane RC	
8	F1 Pit Garage A	
9	Penjuru RC	
10	3 Changi South Lane	
11	Terusan RC	

Important Instructions:

- Ensure the correct swabbing centre is selected on SRS
- Ensure employees keep to the appointment slots assigned to them to avoid delaying other appointments or missing their appointments
- Remind employees to bring the following to their swab appointment:
 - A copy of notification indicating date and time of confirmed swab appointment
 - A form of photo identification with their NRIC/FIN number e.g. NRIC, work permit, driver's license
 - Bottle of drinking water to keep hydrated
 - Umbrella for wet weather
 - Mask (to be worn at all times)