

7 February 2020

FAQ FOR MEASURES TO BE IMPLEMENTED FOR MEDICAL ASSESSMENT AND LICENCE REQUIREMENT UNDER 2019-nCoV SITUATION

1. Will I be issued with a new Medical Assessment slip for my licence that reflects the extended medical assessment expiry?

Licence holder who requires the extension of validity will receive an addendum letter stating that their medical assessment and licence validity has been extended to 31 March 2020.

2. Will my Employer be informed of this extension?

You should inform your employer about this extension. Nonetheless, CAAS has also sent a letter to airlines and ATS to inform them about the measures that are implemented.

3. Do I have to extend my licence also via CAPELS for the period of extension of my medical assessment?

No, you need not do anything on CAPELS for the extension of validity to 31 March 2020. You would be required to proceed with the normal licence renewal process for your licence on CAPELS only after you have completed your LME for renewal of medical assessment before 31 March 2020.

4. What if I am in Decreased Medical Fitness (DMF) status currently?

Your medical assessment and licence validity are also extended to 31 March 2020 by this exercise. However, your DMF status remains in effect until you have undergone an AR for clearance to resume exercising the privileges of your licence. Please note that ARs will also have to be done at MyPEL Hub when services commence on 24 February 2020.

5. If I have to see a DME just for submission of a specialist or investigation report in accordance with the requirements in the Medical Assessment Reference Letter issued to me, do I need to make an appointment also?

Yes, as part of the necessary control measures, the staff in MyPEL Hub has been instructed to attend to licence holders strictly by appointment only.

6. How do I make appointment for LME, AR or licensing matters at MyPEL Hub?

Please make your appointment for LME, AR or licensing matters at MyPEL Hub online through this weblink <https://medpel.netqsg.com> The appointment website will be available for use from 14 February 2020 onwards.

7. Can I walk-in for LME, AR or licensing matters at MyPEL Hub if I forgot to make appointment ahead?

No, as part of the necessary control measures, the staff in MyPEL Hub has been instructed to attend to licence holders strictly by appointment only.

8. When my medical assessment and licence gets renewed in March 2020, will the next expiry be March 2021?

If your existing medical assessment was extended from February 2020 to 31 March 2020, your renewed medical assessment and licence will be issued with an expiry date of February 2021.

9. If I suspect that I have a mild fever on the day of my appointment at MyPEL Hub, at what temperature level should I postpone my appointment?

If you have a temperature of 37.5° Celcius or higher, please postpone your appointment and seek medical assistance to evaluate the cause of the fever.

10. How do I collect my licence at the POPstation?

Please refer to the instructions that will be sent to you with the notification for collection.