

Update on the Emotional Support Programme

On 1 June 2022, the SMC announced the establishment of a support programme for doctors who faced disciplinary proceedings. The programme was jointly set up by the three medical Professional Bodies namely the Academy of Medicine Singapore, College of Family Physicians Singapore and Singapore Medical Association.

Understandably, being informed of a complaint against one's medical practice can be a difficult, fearful and stressful experience. The disciplinary process may also take time to reach a conclusion, depending on the complexity of the case. Though this may cause anxiety, the majority of complaints in fact do not result in formal disciplinary proceedings. Most complaints result in dismissals or letters of advice.

We understand that some doctors may choose to keep such complaints to themselves and may not confide with family, friends or colleagues about their anxieties and worries. Doctors need not have to face this predicament, stressful situation or fears alone.

Through this support programme, a panel of doctors from the three Professional Bodies who fully understand the SMC disciplinary process will be able to advise and guide doctors on what to expect from the disciplinary process, how to deal with this stress, and provide guidance on access to legal advice and insurance support if required.

For detailed information on this programme, please refer to the e-brochure [here](#).

Who we are

The three medical Professional Bodies (PBs) - the Academy of Medicine, Singapore (AMS), College of Family Physicians Singapore (CFPS) and Singapore Medical Association (SMA) have come together to implement a doctor support service to provide emotional support to you and to help you manage your anxieties and fears. This is a confidential service and all that transpires is confidential between you and the supporting doctor.

Volunteers who participate in providing this support service are fellow doctors who would be able to provide a listening ear and collegial support. They are also knowledgeable about the Singapore Medical Council's (SMC) disciplinary system and would be able to provide appropriate support as you navigate the various stages of complaint, investigation, and outcome of the process.



Doctor Support Service

Are you facing a complaint or disciplinary proceedings? A support service for doctors set up by AMS, CFPS and SMA can help.

Find us at

AMS
6593 7870
drsupport@ams.edu.sg

CFPS
6223 0606
contact@cfps.org.sg

SMA
6223 1264
sma@sma.org.sg

What support is provided?

The supporting doctor from the professional bodies is an experienced member who fully understands the Singapore Medical Council's (SMC) disciplinary process.

Areas where the supporting doctor may advise you include:

- what to expect from the disciplinary process;
- how to deal with undue stress; and
- guidance on access to legal advice and insurance support.

Please note that the supporting doctor is unable to provide you with legal advice or guidance regarding your case or how you should respond to the complaint. The supporting doctor is also not authorised to speak for the SMC, or any party involved in the inquiry of your complaint. Your legal counsel is the appropriate party to advise you on these matters.

Who can use this service?

All doctors who are facing a complaint can access our support service. The support is available from the time the doctor receives the notice of complaint until the final conclusion of the inquiry into the complaint.

The service is confidential

The professional bodies will obtain the necessary information such as names, emails, and phone numbers to facilitate communication between you and the supporting doctor. Any information shared is kept confidential between parties.

