FAQs on Verification of Overseas COVID-19 Vaccination and Serology Testing

How can I get my overseas vaccination records ingested?

After arriving in Singapore, individual will need to visit a healthcare provider who will do the following:

1. Review your overseas vaccination documentation/ certificate.

2. If you have a digitally verifiable vaccination certificate (e.g. containing a QR code that can be scanned to verify its authenticity), you may not need to take a serology test. Instead, we will scan your certificate to verify its authenticity. (See subsequent question for details). If you have a non-digitally verifiable vaccination certificate, you will need to take a serology test before having your records ingested.

3. Update your overseas COVID-19 vaccination records to NIR (within 1 – 3 working days) if your serology test result is positive, or if your vaccination certificate has been digitally verified.

4. You can view your vaccination records by logging in to HealthHub app or the Notarise website using the Singpass account.

For Singpass enquiry, please contact the Singpass helpdesk at support@singpass.gov.sg or 6335 3533.

Which digitally verifiable vaccination certificates are exempted from serology testing?

Holders of the Digitally Verifiable Vaccination Certificate (DVC) issued by the countries/regions may be exempted from serology testing for their vaccinations to be recognised. Please present printed copy of vaccination documentation showing the dates taken for all doses and/or booster dose on the day of your appointment, we will scan your certificate to verify its authenticity.

Can the digital certificate be verified over the email?

No, we will need to scan your certificate to verify its authenticity. Please proceed to book the appointment online.

Will the results of serology testing done overseas be accepted in Singapore?

No, serology testing needs to be done in Singapore.

Can I proceed with the serology test if I’m not feeling well (e.g. down with flu/ fever)?

No, you should not proceed with the serology test if you are down with flu, fever, cough or sore throat. Please consult a doctor and reschedule the appointment when you have recovered.

If I was vaccinated in Singapore, can I request for a serology test to confirm that my vaccination was effective?

There is no need for you to request for serology testing after receiving your COVID-19 vaccination locally, as serology testing is not required to verify your vaccination status.

Will other vaccination taken recently affect the serology test result?

No, it will not have any effect.
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Will the serology test be claimable under insurance?
No, the serology test will not be claimable.

How soon can I know my serology test result?
The result will be emailed to you within 3 working days.

What should I do if I receive a negative serology test result?
A negative serology result implies that the vaccination was not effective and may not protect well against severe illness if you contract COVID-19. Your vaccination records will not be ingested in NIR. You are advised to re-take the vaccination in Singapore.

Can I get the booster at UHC?
The COVID-19 vaccine is not available at UHC. Please refer to the MOH website for more information regarding booster jab. You may also refer here for the list of vaccination centres.

Where can I view my overseas COVID-19 vaccination records/status?
If your serology test is positive, we will inform you via email and update your overseas vaccination data into NIR within 3 working days. You can then view your vaccination record/status on HealthHub apps or the Notarise within the same day.

What combinations of vaccine doses do I need to fulfil the vaccination requirements for Long Term Pass Holders?
You will need to have received:
1. Minimum protection (i.e. a complete primary series and at least one booster dose); OR
2. A complete primary series without a booster dose, with the last dose received less than 270 days ago (around 9 months); OR
3. Two doses of Sinovac or Sinopharm, with the last dose received less than 120 days ago (around 4 months)

For COVID-19 vaccination enquiry, please contact the MOH COVID-19 Vaccination Hotline at 6995 9199.

I have issues with my vaccination status. Who can I contact for assistance?
You may visit https://go.gov.sg/vds-query-form for further assistance to file a support ticket with MOH helpdesk.

How do I change/cancel my appointment?
To change/view the appointment date and time, please login to GEVME Wallet via your email address. Click on “Edit registration details” and you will be able to change the appointment 24 hours prior to the confirmed appointment date, thereafter rescheduling is not allowed.

If you have any queries regarding your appointment, please email dion@nus.edu.sg

Can I walk-in without an appointment?
This service is strictly by appointment only.

More information on recognising overseas vaccinations is available on the MOH website.