

Plane to bus in half an hour

From disembarking at Changi Airport to boarding a bus that will take them to a hotel to serve their stay-home notice, a returning Singapore resident now goes through a series of steps. The whole process, including temperature checks and immigration, involves up to 20 officers from around eight different agencies led by the Ministry of Transport – and can be as short as 30 minutes.

1 Disembarkation

Passengers on the flight already suspected to have Covid-19 infection do not enter through the gate but are picked up by an ambulance directly at the tarmac.



2 Temperature screening

- Passengers walk past thermal scanners monitored by officers at two points. One is directly outside the gate where their flight arrives, and the other is right before they enter the arrival hall.
- Any passenger who has a high temperature, displays respiratory symptoms or feels unwell will be taken to a medical station.



3 Medical station

Those who feel unwell or display symptoms are checked by medical officers at the station, located towards the back of the arrival hall before immigration.



• If they are suspected to have Covid-19 infection, they are taken by ambulance to the National Centre for Infectious Diseases immediately, where further tests are done.

4 Immigration

- If they are well, the returning residents proceed to immigration where officers will issue the 14-day stay-home notice and explain its conditions. The officers also check the online health declarations that the passengers have submitted beforehand.
- After passing through immigration, the passengers collect their baggage.



5 Hotel allocation and bus

- Before they board the buses, passengers are told which hotels they will be taken to and are grouped accordingly.
- While each bus can take about 40 people, only 15 to 20 people are allowed to ensure safe distancing.

