



PROTECTHEALTH

STATEMENT ON THE HOSPITAL SERVICES OUTSOURCING PROGRAMME (HSOP)

16 JULY 2026 – ProtectHealth Corporation Sdn. Bhd. (ProtectHealth) is a not-for-profit organisation under the Ministry of Health Malaysia (MOH). We are aware of inaccurate information about the Hospital Services Outsourcing Programme (HSOP) circulating on social media and messaging platforms. We advise the public to rely only on official channels for information on the programme.

HSOP is an ongoing programme that has been operating since 18 July 2024 and is administered by ProtectHealth. Under the programme, MOH hospitals refer eligible patients, based on congestion and waiting times for selected procedures, to registered private healthcare providers for treatment. The aim is to reduce waiting times at MOH hospitals so that patients can receive timely care.

Only MOH specialists can refer a patient under HSOP. Referrals are based on the patient's clinical condition and the programme's criteria. Patients cannot apply, register, or sign up for HSOP. Patients accessing services under HSOP may incur charges, which will be equivalent to the rates for services provided in MOH hospitals. These charges are payable at the Unit Hasil (Revenue Unit) at MOH hospitals.

The public is advised not to share unverified messages about HSOP. Accurate and up-to-date information is available at <https://protecthealth.com.my/>.

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