



ROYAL MALAYSIAN CUSTOMS

GOODS AND SERVICES TAX

GUIDE ON HEALTHCARE SERVICES

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INTRODUCTION

1. This specific guide is prepared to assist businesses in understanding matters with regards to the GST treatment on healthcare services.

Overview of Goods and Services Tax (GST)

2. Goods and Services Tax (GST) is a multi-stage tax on domestic consumption. GST is charged on all taxable supplies of goods and services in Malaysia except those specifically exempted. GST is also charged on importation of goods and services into Malaysia.

3. Payment of tax is made in stages by the intermediaries in the production and distribution process. Although the tax would be paid throughout the production and distribution chain, only the value added at each stage is taxed thus avoiding double taxation.

4. In Malaysia, a person who is registered under the Goods and Services Tax Act 2014 is known as a “registered person”. A registered person is required to charge GST (output tax) on his taxable supply of goods and services made to his customers. He is allowed to claim back any GST incurred on his purchases (input tax) which are inputs to his business. Therefore, the tax itself is not a cost to the intermediaries and does not appear as an expense item in their financial statements.

GENERAL OPERATIONS OF HEALTHCARE SERVICES

5. Healthcare services are treated as exempt supply under the GST if they are supplied by the private healthcare facility registered or licensed premise under the Private Healthcare Facilities and Services Act 1998. [Act 586].

6. Healthcare services include ;

- (a) medical, dental, nursing, midwifery, allied health, pharmacy and ambulance services provided by a healthcare professional;
- (b) accommodation for the purpose of providing healthcare services;

- (c) any service for the screening, diagnosis, or treatment of persons suffering from or believed to be suffering from, any disease, injury or disability of mind or body;
- (d) any service for preventive or promotive health purposes;
- (e) any service provided by any healthcare para-professional;
- (f) any service for curing or alleviating any abnormal condition of the human body by the application of any apparatus, equipment, instrument or device or any other medical technology;
- (g) any food services provided to patient by the registered or licensed healthcare facilities; or
- (h) any mortuary services by the registered or licensed healthcare facility.

Healthcare professional

7. Healthcare professional means any medical practitioner, dental practitioner, pharmacist, clinical psychologist, nurse, midwife, medical assistant, physiotherapist, occupational therapist and other allied healthcare professional and any other person involved in the giving of medical, health, dental, pharmaceutical services under the jurisdiction of the Ministry of Health.

8. Healthcare professional must be a person who is registered as such under the regulatory body of relevant professional, dental, nursing or midwifery profession of medicine or any other regulatory body and who holds a valid practicing certificate.

9. Private healthcare facility means any registered or licensed premises, other than the Government healthcare facility, used or intended to be used for the provision of healthcare services, such as private hospital, hospice, ambulatory care centre, nursing home, maternity home, psychiatric hospital, psychiatric nursing home, community mental health centre, hemodialysis centre, medical clinic, dental clinic and such other healthcare premises as specified by the Minister in charged with the responsibility for health by a notification in the Gazette.

GST TREATMENT ON SUPPLY OF HEALTHCARE SERVICES

Government Sector

10. Healthcare services provided by the government are out of scope supplies. No GST will be imposed on any healthcare services supplied by the Government. These include traditional and complementary medicine services (TCM) provided by the Government.

Private Sector

11. For GST purposes, healthcare services provided by a registered or licensed private healthcare facilities are exempt supplies if;

- (a) That healthcare services are provided by the healthcare professionals under the employment of the registered or licensed private healthcare facility at the premise of the private healthcare facility or at times, where out of necessity, at the home of the patient.

Example 1

Dr. Lim is a surgeon of Hospital Putra Pantai but his services are only provided at the Hospital Putra Pantai for three days in a week. Bills to the patients are issued by the Hospital which would be inclusive of his consultation fees. As an employee of Hospital Putra Pantai, the healthcare services provided by Dr. Lim is an exempt supply.

Example 2

Dr. Ahmad is an employee of Hospital Putra. One of his patients, Encik Ali is required to do a monthly follow up medical checkup. There was a month that Dr. Ahmad had to attend Encik Ali at Encik Ali's house as he was not able to move. The healthcare services provided by Dr. Ahmad is an exempt supply.

- (b) A registered or licensed private healthcare facility acts as a panel clinic to a company and provides healthcare services in the company's premise.

Example 3

Siva Clinic acts as a panel clinic for Syarikat Maju Jaya and provides healthcare services to Syarikat Maju Jaya's staff at Syarikat Maju Jaya's premise. The healthcare services provided by Syarikat Maju Jaya is an exempt supply.

- (c) Healthcare services provided by a registered or licensed private healthcare facility to another registered or licensed private healthcare facility excluding outsourced healthcare professional services.

Example 4

Supply of blood test/ x-ray services by SPJ Hospital to Ahmad Clinic.

- (d) There are ancillary services of healthcare services such as-
 - (i) prescription given by the doctor including medical aids which come as a package for the healthcare services,
 - (ii) supplying food to the patient,
 - (iii) supplying mortuary services.
- (e) Providing medical reports for the purpose of providing certificate of fitness or occupational health services

Standard Rate Supply

12. Healthcare services provided by healthcare professionals in a private healthcare facility who are not employees nor under its payroll on the basis of contract for service, are standard rate supply. Any services provided by the healthcare professionals to the private healthcare facility is subject to GST at a standard rate.

Example 5

Dr. Norhayati is a dental surgeon specialist who owns a dental clinic. Every Wednesday she provides dental consultations to the patients at Hospital Kelana and a room has been allocated to her

for her consultation work. Her professional services to Hospital Kelana are subject to GST.

13. Pharmaceutical services not provided by government or private healthcare facilities are standard rated supplies.

Example 6

Industrial pharmaceutical company or retail pharmacy selling medicines or products which are not under the National Essential Medicine List of the Ministry of Health approved by the Minister of Finance is standard rated supplies.

Example 7

Test carried out by the pharmacist at a pharmacy outlet to determine the pressure or cholesterol level of a person.

14. Other services supplied by the private healthcare facility will be subject to GST at standard rate such as;

- (a) Non related healthcare services

Example 8

Food catering, canteen, security, parking, hygienic cleaning and laundry services.

- (b) Rental or leasing

Example 9

Operation theatre, medical equipment, floor space for office, clinics, retail shop or florist.

- (c) Seminar and training

Example 10

Healthcare professionals giving talks on their fields of expertise in seminars or training courses.

- (d) Fitness and wellbeing programs

Example 11

Gymnasium, spa, sauna, slimming or massage centres.

- (e) Traditional and complementary medicine services (TCM)

Example 12

Acupuncture, ayurveda, massage, homeopathy and Chinese medicines.

15. Plastic surgery and aesthetic treatment provided by the licensed private healthcare facility, is treated as an exempt supply. However, if these services are provided by other than the licensed private healthcare facilities, such services will be subject to GST at standard rate.

16. Any sale of goods used as medical aids for patients by the private healthcare facility will be subject to GST.

Example 13

Crutches, wheelchair, artificial limb, hearing aids.

17. Imported services is treated as a supply to and by the private healthcare facility in the course or furtherance of his business, and that supply is a taxable supply.

Example 14

Medical expert opinion sought by a cardiologist in a registered private hospital in Johor Bahru from a well-known heart specialist based in London.

(For further information, please refer to the GST General Guide and guide on Input Tax Credit).

Outsourcing of Services

18. Outsourcing of services is subject to GST at standard rate. The private healthcare facility cannot claim input tax on the GST charged by the company from

where the services are outsourced. On the other hand, that company can claim input tax incurred on providing these services if it is a registered person under GST.

Example 15

Food catering, canteen, security, parking, cleaning and laundry, laboratory and imaging services, including outsourced healthcare professional services provided by a company or an individual acting as his personal capacity.

Zero Rate Supplies

19. Any supply of goods and services exported from Malaysia is a zero rate supply.

National Essential Medicine List (NEML)

20. Although medicines are subject to standard rate, medicaments and medical gases in the NEML issued by the Ministry of Health and approved by the Minister of Finance and put up in measured doses or in forms of packaging for retail sale are zero rate. *(Please refer to the Royal Malaysian Customs Department websites for the list of the zero rate items).*

21. Each item is identified according to its generic and brand name, MAL identification number provided by the Ministry of Health and the tariff code based on the Customs Duties Order 2012. Medicines without any identification MAL number, will be identified according to the import permit number issued by the Minister of Health.

Acquisition of Goods and Services

22. Acquisition of goods by private healthcare facility in terms of machinery, equipment and medicines (which are not zero rate) will be subject to GST at standard rate. However, private healthcare facilities registered or licensed under the Private Healthcare Facilities and Services Act 1998 will be given relief from payment of GST under the Goods and Services Tax (Relief) Order 2014 and Goods and Services Tax (Relief) (Amendment) Order 2015 on the acquisition of certain medical equipment to be used directly for the purpose of providing healthcare services as

approved by the Director General of Customs. No relief from the payment of GST is given on the acquisition of services by the registered or licensed private hospital.

23. For the purpose of claiming relief from payment of GST under item 6, First Schedule of the Goods and Services Tax (Relief) Order 2014, the certificate under Part 1, Third Schedule of the Goods and Services Tax (Relief) Order 2014 is required with the following action to be taken:

- (a) For imported goods, the certificate shall be accompanied with the Customs Form No.1.
- (b) For locally acquired goods, the person who claims the relief shall certify the purchase by signing the declaration on the purchase invoice.

(For further information, please refer to the GST Guides on the implementation of item 6, First Schedule of the Goods and Services Tax (Relief) Order 2014 & Goods and Services Tax (Relief) (Amendment) Order 2015).

Registration

24. Any private healthcare facility making both taxable and exempt supplies is known as a mixed supplier. If the turnover of taxable supply exceeds RM500,000 in a period of 12 months, the private healthcare facility is mandatorily required to be registered under the GST. Please refer to the *GST General Guide and the GST Guide on Registration* for further information on registration and obligations to be complied with once registered.

Input tax credit claim

25. As a mixed supplier, the private healthcare facility has to apportion the amount of residual input tax claimable in respect of making taxable and exempt supplies using an approved partial exemption method.

26. Residual input tax means the input tax which is neither directly attributable to taxable supplies nor exempt supplies, but it is related to both the supplies.

(For further information, please refer to the GST Guides on Input Tax Credit and Partial Exemption).

FREQUENTLY ASKED QUESTIONS

Registration

Q1. Are private healthcare facilities required to be registered under GST?

A1. No, registered or licensed private healthcare facilities are not required to register under GST if they are supplying wholly exempt supplies even though their annual turnover exceeds RM500,000.

Charges

Q2. What is the GST treatment on registration fee charged to patient by the hospital?

A2. Any registration fee charged by any hospital except government hospital is subject to GST.

Q3. Should GST be charged on medicine prescribed by a hospital doctor where the supplies are from a pharmacy other than hospital's pharmacy?

A3. The GST is charged at standard rate on the supply of medicine other than the medicines listed in the NEML prescribed by a hospital doctor where the supplies are from a pharmacy other than the hospital's pharmacy.

Q4. Pharmacy in a private hospital/ clinic sells medicine to its own patient/ employee over the counter. Is this subject to GST?

A4. No, any medicine sold over the counter to its own patient/ employees which already has a medical record/ prescription with the hospital/ clinic is an exempt supply. However, if the patient is from another private hospital/ clinic, it is subject to GST at standard rate if the medicine is not listed in the NEML.

Q5. Hospital Pakar Rahman is a GST registered hospital and make both standard rate (e.g. additional bed for patient's family member) and exempt supplies (e.g. treatment for cancer) to its patient. Can Hospital Pakar Rahman issue a tax invoice for both supplies?

A5. Hospital Pakar Rahman can issue one tax invoice if the transaction involves both taxable and non-taxable supplies. However, Hospital Pakar Rahman

must have indicators to distinguish the different types of supply in the tax invoice.

(For further information, please refer to the Guide on Tax Invoice and Records Keeping).

Q6. Hospital Kelana Medical Centre is a GST registered private healthcare facility which makes both taxable and exempt supplies. A patient came and was treated for diabetes illness at this hospital. Can Hospital Kelana Medical Centre issue a tax invoice for this exempt supply?

A6. Hospital Kelana Medical Centre must differentiate between the taxable and exempt supplies. The hospital must not issue tax invoice for services related to wholly exempt supply. The hospital would have to issue a normal invoice where it needs to have two (2) set of serial numbers, i.e., one set for tax invoices and another set for the normal invoices. Hospital Kelana Medical Centre must differentiate between the taxable and exempt supplies.

(For further information, please refer to the Guide on Tax Invoice and Records Keeping)

Treatment

Q7. A patient pays RM1,000 for the hospital bill. An agreement/ contract between an outsourcing doctor and the hospital states that 30% of the price charged to the patient (i.e. RM300) will be paid by the outsourcing doctor to the hospital for using the hospital space, facilities or operating cost. Is the charge of RM300 subject to GST?

A7. The charge of RM1,000 to the patient is not subject to GST as it is part of healthcare services provided by the hospital which is an exempt supply. The charge of RM300 by the hospital to the outsourcing doctor will be subject to GST as rental charges are taxable. The remaining RM700 which is the amount paid to the outsourcing doctor for his healthcare professional service is also subject to GST.

Q8. I am a professional doctor with a contract for service with the Jitra Medical Center. Are my healthcare professional services to the hospital subject to GST?

A8. If you are registered under the GST, it is mandatory for you to charge GST on your healthcare professional services to the Jitra Medical Center. As a GST registrant, you are also entitled to claim input tax credit.

Q9. A number of hospitals team up together to setup a company to handle the logistic and support services where the cost and management expenses would be shared in order to cut cost and increase efficiency. What is the GST treatment on the services?

A9. Shared management services provided by a company will be subject to GST.

Q10. Putrajaya Group Berhad has 2 companies and a few licensed private healthcare facilities under it. One of the companies supplies consumable medical products other than medicines (for example gloves, cotton wool) and another company supplies employment services mostly to their private healthcare facilities. What is the GST treatment on the services?

A10. The supply of consumable medical products is a taxable supply. A contract for services of healthcare professional is an outsourcing of services by the private healthcare facility which is also a taxable supply. Therefore both services will be subjected to standard rate.

Q11. Ahmad used Puchong Ambulance Services Sdn. Bhd. to transport him to Hospital Putra. What is the GST treatment on these ambulance services?

A11. The supply of ambulance services provided by Puchong Ambulance Services Sdn. Bhd. is subject to GST at standard rate because these services are not provided by the registered or licensed private healthcare facility.

A12. Dr. Asmadi was invited to give a talk in a hotel regarding to his expertise at a medical seminar. What is the GST treatment?

A13. Giving a talk at a seminar is a taxable supply and will be subject to GST at standard rate. If Dr. Ahmad is a GST registered person, his supply (the talk) is subject to GST. However, if the talk is given free, then it is not subject to GST.

Q12. Acupuncture is also a form of healthcare service. Can the service be treated as an exempt supply?

A14. Acupuncture is categorized under traditional and complementary medicines (TCM) which is subject to GST at standard rate.

Q13. I need to use an oxygen tank often at home so I rent it from the Pantai Putra Hospital. Is this subject to GST?

A15. The rental of oxygen tank is subject to GST at standard rate.

Q14. Good Sight Eye Clinic rent an operating theatre in Pantai Putra Hospital to operate its patient. Will the invoice issued by the Good Sight Eye Clinic to the patient subject to GST?

A16. The invoice issued by the Good Sight Eye Clinic to the patient for the operation will not be subjected to GST. On the other hand, the invoice issued by the Pantai Putra Hospital to Good Sight Eye Clinic for rental of the operating theater is subjected to GST.

Q15. Puchong Hospital Sdn. Bhd. outsources its food catering services to Awie Food Catering Sdn. Bhd. Is this services subject to GST?

A17. Yes. Any supply of outsourced service by a licensed healthcare facility is subject to GST at standard rate.

Q16. Puan Mary owns Mary Beauty Slimming Centre Sdn. Bhd. which provides services related to healthcare such as gymnasium, spa, sauna and massage. What is the GST treatment on such services?

A18. Mary Beauty Slimming Centre Sdn. Bhd. is not a private healthcare facility that is a registered or licensed healthcare facility under the Private Healthcare Facilities and Services Act 1998 and the services provided are not categorized as healthcare services. Therefore services provided by any beauty slimming centre will be subjected to GST at standard rate. Input tax is claimable provided the company is registered under GST.

Q17. A registered Nurul, Nurin and Partner Clinic organized a health screening at the foyer of Superstore Rahman. What is the GST treatment for this service?

A19. Health screening is considered healthcare service but this service is not given in the registered private healthcare facility. If the clinic charges for the health

screening service, it will be subjected to GST. If there is no charge, free service is not a supply and not subject to GST.

Q18. Ahmad Pharmaceutical Co. Sdn. Bhd. supplies equipment to government hospitals. Is the company required to charge GST on the supply?

A20. Supply of healthcare services by the government hospital is an out of scope supply. Under the GST (Relief) Order 2014, the government has given relief from paying GST on the acquisition of goods. Therefore, Ahmad Pharmaceutical Co. Sdn. Bhd. will not charge GST on his supply to the government hospital. On the other hand, Ahmad Pharmaceutical Co. Sdn. Bhd. is entitled to claim input tax incurred if it is a GST registered person.

Apportionment Rule

Q19. Some inpatients may require family members to stay with them at a private hospital. What are the services exempted under this scenario?

A21. Food and bed to patients are exempted supplies. However, charges to family members are subject to GST.

The private hospital has to segregate the bill between the exempt and taxable supplies based on the apportionment rule for the purpose of claiming input tax.

(For further information, please refer to the Guide on Partial Exemption).

Q20. Hospital Putri Medical Centre also provides traditional and complementary medicine services (TCM) such as massage and acupuncture in a different wing. Is Hospital Putri Medical Centre making both exempt and taxable supplies?

A22. Yes. Hospital Putri Medical Centre is making both exempt and taxable supplies. Hospital Putri Medical Centre can only claim input tax credit on its taxable supplies by using the apportionment rule.

(For further information, please refer to the Guide on Partial Exemption).

Q21. Harmony Medical Supplier Sdn. Bhd. has two branches. One of them is Harmony Specialist Clinic and another one is supplying medical

**equipment using the same company registration number under SSM.
How can Harmony Medical Supplier Sdn. Bhd. claim its input tax?**

A23. Harmony Medical Supplier Sdn. Bhd. is making both exempt and taxable supplies. Input tax is claimable only which relates to its taxable supply, based on the apportionment rule.

(For further information, please refer to the Guide on Partial Exemption).

Q22. Hospital Mawar Medical Centre provides 70% of exempt supply and 30% taxable supplies. How many input tax can Hospital Mawar Medical Centre claim?

A24. Hospital Mawar Medical Centre has to be a registered person under GST in order to make input tax claim (ITC). Input taxes are claimable for the 30% of the taxable supplies, based on the apportionment rule.

(For further information, please refer to the Guide on Partial Exemption).

INQUIRY

1. For any inquiries for this guide please contact :

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Royal Malaysian Customs Department
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No. 22, Persiaran Perdana, Presint 3,
62100 Putrajaya.
Email : gstsector1@customs.gov.my

FURTHER ASSISTANCE AND INFORMATION ON GST

2. Further information on GST can be obtained from :

(a) GST website : www.gst.customs.gov.my

(b) Customs Call Center :

- Tel : 03-7806 7200 / 1-300-888-500
- Fax : 03-7806 7599
- Email : ccc@customs.gov.my