



# FREQUENTLY ASKED QUESTIONS ON PROCEDURES FOR MANAGEMENT OF TRAVELLERS

FROM ABROAD COMMENCING 12 AUGUST 2021 - - - - -





## 1. What should travellers do before leaving for Malaysia?

- i. Application to enter Malaysia can be applied online through **MYTravelPass**.
- ii. A complete application with the required supporting documents will be processed by the Malaysian Immigration Department within five (5) working days.
- iii. Payment of COVID-19 screening test and quarantine charges for travellers who enter Malaysia must be done through <https://safetravel.myeg.com.my>.
- iv. Upon completion of payment, the traveller will be issued a QR code that will be used by the Government of Malaysia for confirmation of entry.
- v. Travellers will need to undergo a COVID-19 RT-PCR test within three (3) days prior to departure.
- vi. Only travellers who have a negative COVID-19 test result can continue flights to Malaysia.
- vii. Travellers who meet the criteria and wish to undergo quarantine at home or residence in Malaysia need to apply to the Ministry of Health Malaysia via e-mail to [hso@moh.gov.my](mailto:hso@moh.gov.my)
- viii. If the application is approved, the traveller will need to bring the email stating the approval for quarantine at home or residence.
- ix. Travellers are required to download and fill up the health declaration in the MySejahtera application.



## 2. How to apply for permission to quarantine at home or residence?

- Travellers need to apply for quarantine at home or residence by sending an email to the Ministry of Health Malaysia via email to [hso@moh.gov.my](mailto:hso@moh.gov.my)
- For those entering via Johor International Point of Entry, apply to Johor State Health Department via email to [cprcknj@moh.gov.my](mailto:cprcknj@moh.gov.my)

## 3. What are the criteria that need to be met for consideration of quarantine exemption at the quarantine centre?

- Citizen and non-citizen travellers who have a home or residence in Malaysia (including PR, Malaysia as My Second Home resident - MM2H and employees).
- A negative COVID-19 RT-PCR test result.
- Travellers who have completed their COVID-19 immunization
  - For two (2) dose vaccine, more than 14 days after the date of the second dose
  - For one dose vaccine, more than 28 days from the date of vaccine injection
- The house/ residence is suitable based on risk assessment.

The assessment of the suitability of a house or residence is based on the following criteria:

- Number of members in the house or residence
- Number of household or residential members aged >60 years (senior citizens)
- Number of household or residential members aged 12 years and below
- Number of household or residential members with chronic disease
- Number of household or residential members who are pregnant
- Number of rooms in the house or residence
- Number of bathrooms/toilets
- Number of rooms with attached bathroom/toilet



#### 4. What do travellers need to do upon arrival at the International Point of Entry (PMA)?

- i. Travellers are required to scan the QR Code “Travellers from Abroad” using the MySejahtera application.
- ii. All travellers must undergo a health assessment and COVID-19 RT-PCR test. The test fee is borne by the traveller.

#### 5. If the traveller has no symptoms, should they undergo a COVID-19 test?

- Yes. Travellers who have no symptoms should still take a COVID-19 RT-PCR test upon arrival at PMA.

#### 6. What are the procedures for travellers who have symptoms upon arrival at PMA?

- i. Travellers with mild symptoms are required to undergo a COVID-19 RTK Antigen or RT-PCR test. If the RTK-Antigen is positive, the buffer will be sent to the laboratory for PCR testing. These travellers are allowed to quarantine at home or residence. Further action depends on the test results.
- ii. Meanwhile, travellers with moderate / severe symptoms will be referred to an Infectious Disease Physician. Further action is based on health assessment and specialist decision.

#### 7. How about the payment of COVID-19 screening test upon arrival at PMA?

- The COVID-19 screening test fee is borne by the traveller.



## 8. Where will the traveller be quarantined if the application for quarantine at home or residence is not approved?

- Travellers who are not eligible for quarantine at home or residence must undergo mandatory quarantine at quarantine stations gazetted by the government

## 9. If the traveller has made payment of quarantine cost on MySafeTravel and obtained permission for quarantine at home or residence, is it allowed to apply for a refund?

- The traveller who has made payment through MySafeTravel and do not undergo quarantine at the quarantine station may apply for a refund through [refundcovid@moh.gov.my](mailto:refundcovid@moh.gov.my)

## 10. How long is the mandatory quarantine period for travellers from abroad?

- The mandatory quarantine period for travellers from all countries is 14 days. However, the 14-days quarantine period will be extended for another 7 days (making the total quarantine 21 days) if there is a need based on the risk assessment of the traveller conducted on the 14th day. This additional quarantine will be implemented at the residence, house or the same quarantine station.



## 11. Are travellers who arrive from abroad and transit at Kuala Lumpur International Airport (KLIA) allowed to continue their flights or travel to other states\* in Malaysia?

- Travellers arriving from abroad and transit at KLIA are allowed to continue their flights or travel to other states in Malaysia except if they are symptomatic, detected positive COVID-19 or are close contacts to a positive case.

\*For entry to **Sabah**, **Sarawak** and **Labuan**, please refer to the respective State Government's latest procedure.

## 12. What about travellers who arrive from abroad and transit at KLIA but do not have the required COVID-19 test results to continue their journey to another country/ international destination?

- The traveller is not allowed to undergo the RT-PCR COVID-19 test at KLIA. This decision was made based on the current COVID-19 pandemic situation of the country whereby the capacity of the COVID-19 Quarantine and Low Risk Treatment Centres (PKRC), government and private hospitals for treating COVID-19 cases is limited.

## 13. What are the procedures for travellers who are given a Home Surveillance Order (HSO)?

- Home Surveillance Order (HSO) will be issued digitally in the MySejahtera application and a surveillance wristband or digital tracking device will be applied to the traveller. This traveller will be named as Person under Surveillance (PUS).
- The PUS is required to perform a daily self-assessment through Home Assessment Tool (HAT) in the MySejahtera application and this assessment is necessary to be continued for up to 14 days from the date of arrival (or 21 days if the quarantine period is extended based on risk assessment).



- iii. A repeat RT-PCR test will be conducted on the 10th or 18th day (for travellers who undergo 21 days quarantine).
- iv. If the result is negative, the Release Order (RO) will be displayed in the MySejahtera application on the 15th day.
- v. If the PUS requires a hard copy of the RO, it can be applied from the District Health Office. The surveillance wristband is to be removed at the nearest District Health Office.

#### **14. What should be done if a PUS experiences symptoms during the quarantine period?**

- The PUS is required to go to a nearby health facility for health assessment as set out in existing guidelines (refer to the Guidelines on COVID-19 Management in Malaysia No. 5/2020 (updated on 5 August 2021).
- PUS with moderate / severe symptoms has to be referred to an Infectious Disease Physician for further action. PUS with mild symptoms need to undergo RT-PCR testing. If positive, the PUS will be referred to the Hospital, COVID-19 Quarantine and Low Risk Treatment Centre (PKRC) or COVID-19 Assessment Center (CAC). The COVID-19 test fee is to be borne by the PUS.





## GENERAL ADVICE DURING QUARANTINE AT HOME OR RESIDENCE

- i. Wear a face mask throughout the journey from the International Point of Entry (PoE) to your house or residence.
- ii. Quarantine in a separate room from family members.
- iii. The room should have an attached bathroom
- iv. Wear a face mask if you need to leave the room in the house or residence and avoid close interaction with others. Limit your distance for at least two (2) meters from the others.
- v. Make sure the ventilation of the house or residence is in a good condition such as by opening the windows.
- vi. Food should be delivered to the room by family members (only placed outside the room).
- vii. Surveillance wristband or digital tracking device shall be worn throughout the period of Home Surveillance Order (HSO).
- viii. Must always be contactable (by telephone number).
- ix. Must stay at home or residence throughout the period of the HSO.
- x. If you have symptoms, always wear a face mask. Close your mouth and nose with tissue when coughing or sneezing. Dispose the used tissue into the waste container and wash hands immediately with soap or hand sanitizer. Seek treatment at a nearby health facility for health assessment







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