



**MINISTRY OF HEALTH  
MALAYSIA**

**FREQUENTLY ASKED QUESTIONS ON PROCEDURES FOR  
MANAGEMENT OF TRAVELLERS FROM ABROAD**

**UPDATED ON 17 DECEMBER 2021**

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

- i. Application to enter Malaysia for non-citizens who require MyTravelPass / MyEntry approval can be applied online through **MyTravelPass / MyEntry** portal.
- ii. Payment of COVID-19 screening test for Non-Malaysian and quarantine charges for travellers who enter Malaysia must be done through <https://safetravel.myeg.com.my>
- iii. Upon completion of payment, the travellers will be issued a QR code that will be used by the Government of Malaysia for verification of payment on arrival.
- iv. Travellers will need to undergo a COVID-19 RT-PCR test within two (2) days prior to departure.
- v. Only travellers who have a negative COVID-19 test result can continue flights to Malaysia.
- vi. 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 portal Home Quarantine Application (HQA) at <https://hso.moh.gov.my/outbreak-portal-hqa/index> 4 - 10 days before arrival.
- vii. If the application is approved, the traveller will need to bring the email stating the approval for quarantine at home or residence.
- viii. Travellers are required to download and fill up the health declaration in the MySejahtera application.

**2. What are the procedures for travellers from countries who have reported spread of Omicron variant in the community?**

- RT-PCR test 2 days before departure to Malaysia
- RT-PCR test on arrival
- To be equipped with a digital tracker worn on the wrist on arrival
- Mandatory quarantine: 7 days (fully vaccinated) or 10 days (unvaccinated)
- Quarantine will either be at home or designated quarantine station depending on Home Quarantine Application status
- RT-PCR test on Day-5 (for 7-day quarantine) or on Day-8 (for 10-day quarantine)
- Risk assessment will be done on the last day of quarantine (Day-7 or Day-10). Quarantine will be extended if symptomatic
- Released from quarantine on Day-8 or Day-11 if tested negative for COVID-19 on Day-5 or Day-8
  
- Starting 17<sup>th</sup> December 2021, travellers from UK are required to do daily RTK-Ag self-test during quarantine and report their test results in MySejahtera.
  
- List of high-risk countries:
  - ❖ Australia
  - ❖ United States
  - ❖ United Kingdom\*
  - ❖ Norway
  - ❖ France
  - ❖ Denmark
  - ❖ Canada
  - ❖ India
  - ❖ Nigeria
  
- This list will be updated from time to time. Last updated 16 December 2021

**3. What are the procedures for travellers arriving from temporarily restricted countries?**

- Mandatory 14 days quarantine at designated quarantine stations
- Time-off is not allowed
- RT-PCR test 2 days before departure

- RT-PCR test on arrival
- RT-PCR test on Day-10 of quarantine
- To be equipped with a digital tracker worn on the wrist
- Risk assessment will be done on Day-14 of quarantine and to be extended if symptomatic
- Released from quarantine on Day-15 if negative for COVID-19 on Day-10
- List of restricted countries:
  - ❖ South Africa
  - ❖ Botswana
  - ❖ Eswatini
  - ❖ Lesotho
  - ❖ Mozambique
  - ❖ Namibia
  - ❖ Zimbabwe
  - ❖ Malawi
  
- This list will be updated from time to time. Last updated 6 December 2021

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

Travellers need to apply for quarantine at home or residence by using portal Home Quarantine Application (HQA) at <https://hso.moh.gov.my/outbreak-portal-hqa/index>.

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

- i. Citizen and non-citizen travellers who have a home or residence in Malaysia (including PR, Malaysia as My Second Home resident - MM2H and employees).
- ii. A negative COVID-19 RT- PCR test result.
- iii. Travellers who have completed their COVID-19 immunization
  - a) For two (2) dose vaccine, more than 14 days after the date of the second dose
  - b) For one dose vaccine, more than 28 days from the date of vaccine injection
- iv. 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:

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

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

- i. Travellers are required to scan the QR Code "Travelers from Abroad" using the MySejahtera application.
- ii. All travellers must undergo a health assessment and COVID-19 RT-PCR test. The test fee is free for Malaysian citizen but borne by the non-Malaysian traveller.

**7. 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.

**8. 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 travelers are allowed to quarantine at home or residence. Further action depends on the test results.

- ii. Meanwhile, travelers with moderate / severe symptoms will be referred to an Infectious Disease Physician. Further action is based on health assessment and specialist decision.

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

The COVID-19 screening test fee is free for Malaysian citizen but borne by the non-Malaysian traveler. Payment is to be made via <https://safetravel.myeg.com.my> or at the payment counter on arrival.

**10. 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.

**11. 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).

**12. How long is the mandatory quarantine period for travellers from abroad?**

The mandatory quarantine period for travellers from all countries is 7 days for vaccinated people and 10 days for partially/non-vaccinated. However, the quarantine period stated will be extended if the COVID-19 detection test taken on the day of arrival or on the 5<sup>th</sup> day (for 7 days quarantine) or 8<sup>th</sup> day (for 10 days quarantine) is positive.

**13. 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

**14. 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.

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

- i. 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 traveler. This traveler will be named as Person under Surveillance (PUS).
- ii. 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 7 days for vaccinated people and 10 days for partially/non-vaccinated people from the date of arrival.
- iii. A repeat RT-PCR test is required on the 5th day (for fully vaccinated travellers who undergo 7 days quarantine) or on the 8th day (for partially/non-vaccinated travellers who undergo 10 days quarantine).
- iv. If the result is negative, the PUS is released from quarantine and the surveillance wristband is to be removed at the nearest District Health Office

on the 8th day for those fully vaccinated and on the 11th day for those partially/non-vaccinated.

- v. The Release Order (RO) will also be displayed in the MySejahtera application on the 8th or 11th day.
- vi. If the PUS requires a hard copy of the RO, it can be applied from the District Health Office.

#### **16. 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.

#### **17. What are the procedures for Malaysia-Singapore Vaccinated Travel Lane (VTL-Air and VTL- Land)?**

- Only for fully vaccinated travellers
- COVID-19 test 2 days before departure:
  - RT-PCR test for VTL Air travellers (exempted for children 2 years and below)
  - RTK-Ag test (professional) or RT-PCR for VTL Land travellers
- COVID-19 test on arrival
  - RT-PCR test in KLIA/KLIA2 for VTL Air travellers
  - RTK-Ag (professional) test at Larkin Sentral Bus Terminal, Johor Bahru for VTL Land travellers
- No quarantine required
- Additional tests required:
  - RTK-Ag test (professional) on Day-3 and Day-5
  - RT-Ag self-test on Day-2, Day-4, and Day-6
- All tests done must be reported in MySejahtera application.
- The additional test requirements also apply to Malaysian VTL travellers returning from Singapore.
- Please refer <https://www.mysafetravel.gov.my/> for more information.

### **18. What is the latest procedure for Langkawi International Travel Bubble (LITB)?**

- Allowed for travellers OTHER THAN those coming from the eight (8) countries subjected to temporary travel restrictions.
- Travellers must have been fully vaccinated.
- COVID-19 PCR test was performed within 2 days before departure (exempted for children 2 years and below) and upon arrival at the Langkawi International Gateway (PMA). Given Digital HSO and can go directly to the hotel accommodation while waiting for test results for samples taken at PMA Langkawi.
- Undergo a rapid antigen test (professional) on the 3rd and 5th day while on Langkawi Island.
- Undergo rapid antigen testing (self-test) on the 2nd, 4th and 6th day while in Malaysia. The individual involved is responsible for reporting his test results through the MySejahtera application.
- Undergo PCR / rapid molecular test COVID-19 within 2 days before departure from Langkawi Island.

### **19. What is the latest procedure for One Stop Centre (OSC) for short term business travellers?**

- Travelers must have been fully vaccinated
- Need to undergo COVID-19 PCR test;
- Within 2 days before departure and
- Upon arrival at the country's International Gateway (PMA) such as at the Business Traveler Center, KLIA
- No need to undergo mandatory quarantine.
- The period of stay in Malaysia is limited to the number of days approved by the OSC Committee and does not exceed 14 days.
- Must follow a controlled itinerary that has been approved by the OSC Committee.
- Must be accompanied by a liaison officer (LO) provided by MIDA.
- Additional tests as follows:
- Undergo rapid antigen testing (professional) on the 3rd and 5th day
- Undergo rapid antigen testing (self-test) on day 2, 4 and 6.
- Responsible for reporting test results through the MySejahtera application and LO must ensure it is implemented.



## **GENERAL ADVICE DURING QUARANTINE AT HOME OR RESIDENCE**

1. Wear a face mask throughout the journey from the International Point of Entry (PoE) to your house or residence.
2. Quarantine in a separate room from family members.
3. The room should have an attached bathroom.
4. 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.
5. Make sure the ventilation of the house or residence is in a good condition such as by opening the windows.
6. Food should be delivered to the room by family members (only placed outside the room).
7. Surveillance wristband or digital tracking device shall be worn throughout the period of Home Surveillance Order (HSO).
8. Must always be contactable (by telephone number).
9. Must stay at home or residence throughout the period of the HSO.
10. 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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