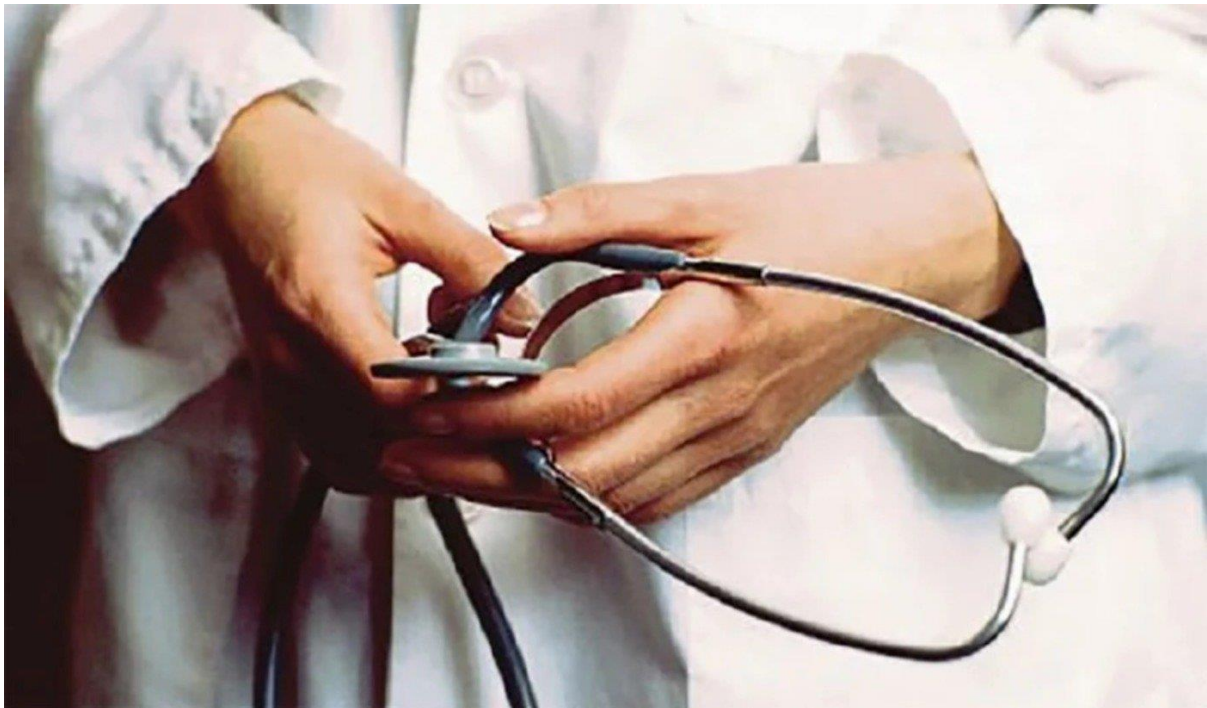


Doctors must not be reduced to 'scripted care' - MMA backs teleconsultation sick leave ban

By [Zaf Seraj](#)

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The MMC issued a notification barring the issuance of medical certificates for sick patients after a mere teleconsultation - NSTP FILE, FOR ILLUSTRATION PURPOSES ONLY

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KUALA LUMPUR: The Malaysian Medical Association (MMA) has welcomed the ban on issuing medical certificates for sick patients via teleconsultation.

Its president, Datuk Dr Thirunavukarasu Rajoo, said the move, announced by the Malaysian Medical Council (MMC), serves as a reminder to doctors of their duty of medical care to patients.

"We are seeing a disturbing trend where clinical decisions are being dictated by non-medical administrators, insurers, and third-party platforms, often driven by cost containment.

"This is particularly concerning in the expansion of telehealth services, where doctors risk being reduced to mere processors of scripted care, devoid of context or continuity.

"These platforms may escape liability, but doctors cannot.

"The patient-doctor relationship, and its associated duty of care, remains sacred and legally enforceable," he said in a statement today.

He said under Section 29 of the Medical Act 1971, the MMC is authorised to act against any registered medical practitioner who breaches the law, with sanctions ranging from removal from the medical register, suspension from practice, fines, or formal censure.

He said such actions still apply even when misconduct occurs under pressure from employers or third-party platforms.

"The duty of care is personal, and it cannot be outsourced, transferred, or compromised," he said.

He also encouraged doctors to speak up if asked or pressured to act against professional medical ethics.

"The MMA stands ready to support any practitioner who upholds patient safety and professionalism in the face of commercial pressure," he added.

The MMC, on Sept 23, issued a notification barring the issuance of medical certificates for sick patients after a mere teleconsultation.