

WORK-STUDY DIPLOMA IN PATIENT MANAGEMENT & SERVICES

MODULE OBJECTIVES

Core Modules

Introduction to Healthcare Services

On completion of this module, trainees should be able to provide information on Singapore's healthcare system (including areas in services, facilities and regulation). They should also be able to provide information on automated and self-help services.

Communication in Healthcare

On completion of this module, trainees should be able to apply appropriate communication skills in listening, speaking and writing, essential to building successful relationships in social and workplace settings.

Healthcare Financial Advisory

On completion of this module, trainees should be able to provide financial advisory on health services to patient and respective next-of-kin.

Infection Control & Workplace Safety

On completion of this module, trainees should be able to support in the maintenance of the organisation's infection prevention and control processes. They should also be able to implement health measures and manage compliance with workplace safety protocol.

Managing Customer Expectations

On completion of this module, trainees should be able to identify the elements of quality customer service, and work towards exceeding customer expectations.

Design Thinking in Services

On completion of this module, trainees should be able to apply multi-disciplinary approach to develop innovative solutions in healthcare service.

On-the-Job Training I

On completion of this module, trainees should be able to apply and integrate Year 1 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.

Business Statistics

On completion of this module, trainees should be able to compute and present statistical data for use in business.

Customer Relationship Management

On completion of this module, trainees should be able to serve customers from diverse backgrounds, including building customer rapport, manage their needs and expectations, and perform appropriate service recovery.

Integrated Project I - Patient Services

On completion of the module, trainees should be able to apply quality service strategies and innovative approaches to implement a service enhancement programme at the workplace.

New Media Application

On completion of this module, trainees should be able to manage diverse online queries and differentiate the features and functions of various new media platforms. They should be able to apply principles governing the collection, use, disclosure and care of online personal data in compliance with the Personal Data Protection Act.

Elements of Business Analytics

On completion of this module, trainees should be able to perform data management, hypothesis formulation and data application in business analytics.

Counselling Techniques

On completion of this module, trainees should be able to apply appropriate counselling techniques in attending to the needs of patient and respective next-of-kin.

On-the-Job Training II

On completion of this module, trainees should be able to apply and integrate Year 2 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.

Business Principles & Management

On completion of this module, trainees should be able to align day-to-day interaction with customers to organisational vision and mission. They should also be able to apply the supervision skills essential to achievement of organisational goals.

Nutrition & Health

On completion of this module, trainees should be able to analyse general health and wellness conditions of patient to recommend necessary prevention and enhancement measures.

Integrated Project II – Business Analytics

On completion of the module, trainees should be able to apply basic business analytics to work problem and demonstrate use of probability distribution to model uncertainty in real life issue encountered during OJT.

On-the-Job Training III

On completion of this module, trainees should be able to apply and integrate Year 3 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.

Proposed On-The-Job List of Skills

Work-Study Diploma in Patient Management & Services

| S/N | Proposed List of Skills |
|-----|---|
| | <u>Provide Excellent Service</u> |
| 1 | Manage online customer/patient query |
| 2 | Manage face-to-face to customer/patient query |
| 3 | Perform service recovery |
| | <u>Perform Patient Admission and Discharge</u> |
| 4 | Welcome patient, next-of-kin and visitors |
| 5 | Actualise outpatient appointment in the system |
| 6 | Facilitate patient admission, transfer and discharge |
| 7 | Manage appointment/bed booking |
| 8 | Manage patient records |
| 9 | Manage the referral documentation process |
| 10 | Acquire patient feedback for service enhancement |
| 11 | Manage outpatient appointment resources |
| 12 | Coordinate transport for patients (from hospital to hospital) |
| | <u>Manage Billing Matters</u> |
| 13 | Activate billing |
| 14 | Activate insurance/medisave claim |
| 15 | Perform credit control for billing and collection |
| | <u>Provide Clinical Support</u> |
| 16 | *Perform vital signs measurement <ul style="list-style-type: none">• Temperature taking• Vision check• Blood pressure• Height and Weight measurement |

| S/N | Proposed List of Skills |
|--|---|
| | * Note : This list is not exhaustive |
| 17 | *Perform clinical task <ul style="list-style-type: none"> • Venepuncture (after training) • Electrocardiogram • Specimen collection • Urinalysis * Note : This list is not exhaustive |
| 18 | Operate basic medical equipment (related to tasks 16 and 17) E.g., <ul style="list-style-type: none"> • Patient/handicapped or motorised wheelchair • Patient Monitoring Set (Vital Signs) • Hypocount Machine (For Diabetes Test) • Basic diagnostic (blood pressure monitor and cuffs, thermometer, pulse oximeter, glucometer etc.) • Computer on wheels • ECG unit and accessories • Audiometer, retinoscope, stethoscopes, reflex hammer etc. * Note : This list is not exhaustive |
| 19 | Implement infection control |
| 20 | Maintain hygiene and cleanliness |
| 21 | Isolate contaminated, sharp and hazardous items in accordance with organisational procedures |
| 22 | Manage disposal of waste materials in accordance with organisational procedures |
| 23 | Manage compliance with workplace safety protocol |
| <u>Advise on Healthcare Financing</u> | |
| 24 | Manage patient consent for means testing |
| 25 | Advise patient on subsidy level |
| 26 | Advise on Government subsidies and schemes (Medisave, Medishield, Medifund etc.) |
| 27 | Provide financial counselling and assistance |
| 28 | Manage upgrade/downgrade/transfer request |

| S/N | Proposed List of Skills |
|-----|---|
| 29 | Explain and clarify bill charges to patient and respective next-of-kin |
| | Perform Other Day-To-Day Duties |
| 30 | Coordinate ward coverage and doctors' list |
| 31 | Manage doctor's availability for on-call roster |
| 32 | Verify and rectify discrepancy <ul style="list-style-type: none">• Billing• Service entry• Medical certificate• Medication |
| 33 | Manage patient data security and privacy |
| 34 | Monitor inventory of non-clinical items |
