

COURSE AND MODULE OBJECTIVES

Course Title

Work-Study Diploma in Patient Management & Services

Course Objective

The course equips trainees with the skills and knowledge to provide frontline healthcare patient and ancillary support services for quality inpatient and outpatient customer service, at various service touch points in the hospital or polyclinic.

Module Synopsis

Module 1: Frontline Patient Services (100 hrs)

On completion of the module, trainees should be able to provide frontline services in areas such as registration, scheduling of appointments, payment collection, liaising with patients and their next-of-kin for admission and discharge in healthcare settings.

Module 2: Clinical Support Management (80 hrs)

On completion of this module, trainees should be able to provide clinical support in areas such as performing pre-assessment checks, measuring vital signs, preparing the room for consultation and physical examination, perform room assisting. Trainees will be able to liaise with patient and accompanying next-of-kin with relevant information. They will be able to use the hospitals' system to book follow-up appointment for patients, implement health measures and manage compliance with workplace safety protocol during room assisting.

Module 3: Infection Control Management (100 hrs)

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

Module 4: Healthcare Financial Advisory (100 hrs)

On completion of this module, trainees should be able to explain the different financial schemes and subsidies, and provide financial counselling in healthcare setting. They should be able to do so in compliance with the Personal Data Protection Act (PDPA).

Module 5: Healthcare Communication Management (60 hrs)

On completion of the module, trainees should be able to manage diverse online queries, differentiate features and functions of various multi-channel services. They should also be able to apply principles governing collection, use, disclosure and care of online personal data in compliance with the Personal Data Protection Act (PDPA).

Module 6: Conflict Management in Healthcare (80 hrs)

On completion of the module, trainees should be able to employ techniques to manage, de-escalate and resolve disputes in a healthcare setting. They would also be able to apply appropriate counselling techniques when attending to the needs of patients and next-of-kin.

Module 7: Community Healthcare (100 hrs)

On completion of the module, trainees should be able to analyse general health and wellness conditions of patient to recommend necessary prevention and enhancement measures. They should also be able to provide pre and post consultation information to patient based on doctor's recommendation.

Module 8: Data Analytics (100 hrs)

On completion of the module, trainees should be able to perform data management, formulate problem statement and present data findings effectively to improve hospital operations and processes.

Module 9: Company Project (120 hrs)

On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.

Module 10: On-the-Job Training (3160 hrs)

On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function where appropriate, at the company.