

**List of Competencies for On-the-Job Training (OJT)  
Work-Study Diploma in Patient Management & Services**

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
<b>Provide Excellent Service</b>		
1	Manage online customer/patient query	
2	Manage face-to-face to customer/patient query	
3	Perform service recovery	
<b>Perform Patient Admission and Discharge</b>		
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)	
<b>Manage Billing Matters</b>		
13	Activate billing	
14	Activate insurance/medisave claim	
15	Perform credit control for billing and collection	
<b>Provide Clinical Support</b>		
16	*Perform vital signs measurement <ul style="list-style-type: none"> <li>● Temperature taking</li> <li>● Vision check</li> <li>● Blood pressure</li> <li>● Height and Weight measurement</li> </ul> * Note: This list is not exhaustive	
17	*Perform clinical task <ul style="list-style-type: none"> <li>● Venepuncture (after training)</li> <li>● Electrocardiogram</li> <li>● Specimen collection</li> <li>● Urinalysis</li> </ul> * Note: This list is not exhaustive	

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
18	Operate basic medical equipment (related to tasks 16 and 17) E.g., <ul style="list-style-type: none"> <li>● Patient/handicapped or motorised wheelchair</li> <li>● Patient Monitoring Set (Vital Signs)</li> <li>● Hypocount Machine (For Diabetes Test)</li> <li>● Basic diagnostic (blood pressure monitor and cuffs, thermometer, pulse oximeter, glucometer etc.)</li> <li>● Computer on wheels</li> <li>● ECG unit and accessories</li> <li>● Audiometer, retinoscope, stethoscopes, reflex hammer etc.</li> </ul> * Note : This list is not exhaustive	
<b>Manage Infection Control Matters</b>		
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	
<b>Advise on Healthcare Financing</b>		
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	
29	Explain and clarify bill charges to patient and respective next-of-kin	
<b>Perform Other Day-To-Day Duties</b>		
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"> <li>● Billing</li> <li>● Service entry</li> <li>● Medical certificate</li> <li>● Medication</li> </ul>	
33	Manage patient data security and privacy	
34	Monitor inventory of non-clinical items	
<b>Sub-total of Competencies (Standard)</b>		

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
<b>List of Competencies (Company-specific)</b>		
1		
2		
3		
4		
5		
6		
7		
8		
9		
	<b>Sub-total of Competencies (Company-specific)</b>	

**Note:**

- a) Company must be able to provide OJT for at least **75%** of the List of Competencies (Standard).
- b) If company is unable to meet the 75%, please propose alternate **course-related** competencies which are unique to company operations. Alternate competencies are capped at 25%.  
[i.e. 50% of the list of competencies (standard) + 25% alternate competencies (Company-specific)].
- c) All alternate competencies (Company-specific) must be reviewed and endorsed by ITE.
- d) Trainees must receive OJT and be assessed for **All** competencies selected in this List.

Total no. of competencies selected by company for OJT	<input type="text"/>
Total no. of competencies listed ( <i>standard &amp; company specific</i> )	<input type="text"/>
Percentage of selected competencies	<input type="text"/>

**Completed By:**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Company**

\_\_\_\_\_  
**Designation**

\_\_\_\_\_  
**Date**

For ITE's Completion				
<b>Reviewed by CED / College</b> <i>(For Company-specific Competencies)</i>		<b>Verified by IBT Officer</b>		
Name:			Name & Date:	
Designation:		Date:		

*Version: June'23*

## **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.

## **FEEDER COURSES**

*Nitec\* / Higher Nitec* courses from :

- School of Business & Services
- School of Hospitality

*\*Nitec with GPA ≥ 2*

- *Nitec* in Dental Assisting
- *Higher Nitec* in Business Information Systems
- *Higher Nitec* in Engineering with Business

In-service staff or non-ITE graduate will be considered if they have an equivalent Workplace Literacy and Numeracy (WPLN) Level 5 qualification, relevant work experience and strong employer endorsement

# Training Pattern for WSDip in Patient Management & Services

## Hybrid Release

updated on 4/7/24 (wef 2023 cohort)

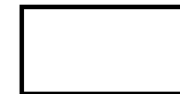
Week No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
1st Year	3 weeks, 5 days per week at ITE			7 weeks, 1 day per week at ITE				4 weeks at company (Term Break)				10 weeks, 1 day per week at ITE						2 weeks		3 weeks, 5 days per week at ITE			7 weeks, 1 day per week at ITE				4 weeks at company (Term Break)				10 weeks, 1 day per week at ITE						2 weeks															
				7 weeks, 4 days per week at company								10 weeks, 4 days per week at company											7 weeks, 4 days per week at company								10 weeks, 4 days per week at company																					
2nd Year	3 weeks, 5 days per week at ITE			7 weeks, 1 day per week at ITE				4 weeks at company (Term Break)				10 weeks, 1 day per week at ITE						2 weeks		10 weeks, 1 day per week at ITE						4 weeks at company (Term Break)				10 weeks, 1 day per week at ITE						2 weeks																
				7 weeks, 4 days per week at company								10 weeks, 4 days per week at company								10 weeks, 4 days per week at company										10 weeks, 4 days per week at company																						
3rd Year	4 weeks, 5 days per week at ITE			6 weeks, 1 day per week at ITE				4 weeks at company (Term Break)				10 weeks, 1 day per week at ITE						2 weeks		10 weeks, 1 day per week at ITE						4 weeks at company (Term Break)				10 weeks, 1 day per week at ITE						2 weeks																
				6 weeks, 4 days per week at company								10 weeks, 4 days per week at company								10 weeks, 4 days per week at company																																

• First 3 or 4 weeks in Terms 1,2,3,5 - 5 days\*/ week Off- the- Job (Off-JT) at ITE College

• Subsequent weeks are 1day/week at ITE College and 4/4.5 days/week OJT at Company

\*Off-JT day must be a paid working day, included in employment contract

### Legend:



ITE College West



Company