

**SKILLS FRAMEWORK FOR HEALTHCARE  
SKILLS MAP - PATIENT SERVICE SENIOR ASSOCIATE**

<b>Sector</b>	Healthcare	
<b>Track</b>	Operations	
<b>Occupation</b>	Patient Service Associate	
<b>Job Role</b>	Patient Service Senior Associate	
<b>Job Role Description</b>	<p>A Patient Service Senior Associate is responsible for providing frontline services in areas such as scheduling of appointments, payment collection, liaising with patients and caregivers and providing financial counselling. S/He provides support to clinicians by preparing patients and consultation rooms. S/He is required to perform department operations such as administration of clinic's appointment resources and slots management. S/He assists in on-the-job training for junior staff and participates in quality improvement projects and initiatives.</p> <p>S/He may work in various locations such as private and public hospitals, community and primary care settings. S/He may assist to manage different counters including reception counters for patient registration, billing and payments as well as patient care</p> <p>S/He should be organised and responsive. S/He should possess interpersonal, communication and supervisory skills.</p>	
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Provide frontline services	Liaise with patients and other stakeholders to provide services to patients
		Schedule appointments for patients
		Perform patient registration and discharge
		Perform payment collection procedures
		Provide financial counselling to patients
		Manage patients' feedback and enquiries
		Perform service recovery
		Promote use of automated or self-help services
		Identify situations where patients require additional attention
	Provide clinical support	Prepare consultation rooms
		Provide patient and caregiver education when necessary
		Perform measurement of basic health parameters
Prepare patients for physical examination or minor procedures to be performed by doctors		

		Provide post-consultation instructions where necessary		
		Perform basic clinical procedures		
		Assist doctors during the treatment and examination of patients		
		Prepare patients' records and documentation pre- and post- consultation and procedures		
	Perform department operations	Perform bed bookings		
		Administer clinic's appointment resources and slots management		
		Assist frontline in managing second tier escalation in patient management		
		Conduct audits that are relevant to patient service associates' scope of work		
		Assist in reporting or analysing of department's or clinic's statistics and data		
		Monitor inventories of non-clinical items		
		Reconcile daily monetary transactions		
		Conduct training for staff		
	Perform risk and quality management	Lead quality improvement projects and initiatives		
		Participate in the execution of designated emergency response tasks		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies</b>	
	Audit Management	Level 2	Service Orientation	Intermediate
	Billing Procedures	Level 3	Communication	Basic
	Change Management	Level 1	Interpersonal Skills	Basic
	Clinical Support for Patient Service Associates	Level 2, Level 3	Teamwork	Intermediate
	Continuous Improvement Management	Level 2	Problem Solving	Basic
	Data and Statistical Analytics	Level 1		
	Emergency Response and Crisis Management	Level 2		

	Excellence in Service	Level 2		
	Frontline Services Management	Level 2		
	Infection Control	Level 2		
	Management of Stakeholders	Level 1		
	Patient Education and Engagement	Level 3		
	People Management	Level 2		
	Professional, Legal and Ethical Healthcare Practice	Level 2		
	Programme Delivery	Level 3		
	Workplace Safety and Health	Level 1		
<b>Programme Listing</b>	For a list of Training Programmes available for the Healthcare sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/hc">www.skillsfuture.sg/skills-framework/hc</a>			