

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

<b>Sector</b>	Healthcare	
<b>Track</b>	Operations	
<b>Occupation</b>	Patient Service Associate	
<b>Job Role</b>	Patient Service Associate	
<b>Job Role Description</b>	<p>A Patient Service 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 may provide 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 new patient service associate 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 effective communication and interpersonal 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
		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	Participate in quality improvement initiatives and projects
		Participate in the execution of designated emergency response tasks

Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Billing Procedures	Level 2	Service Orientation	Basic
	Change Management	Level 1	Communication	Basic
	Clinical Support for Patient Service Associates	Level 2	Interpersonal Skills	Basic
	Continuous Improvement Management	Level 2	Teamwork	Basic
	Data and Statistical Analytics	Level 1	Problem Solving	Basic
	Emergency Response and Crisis Management	Level 2		
	Excellence in Service	Level 1		
	Frontline Services Management	Level 1		
	Infection Control	Level 2		
	Management of Stakeholders	Level 1		
	Patient Education and Engagement	Level 2		
Professional, Legal and Ethical Healthcare Practice	Level 2			

	Programme Delivery	Level 2		
	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>			