

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Department Management					
TSC	Frontline Services Management					
TSC Description	Manage patient reception for medical appointment scheduling, registration, and/or patients' admission and discharge procedures					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HCE-DMH-1002-1.1	HCE-DMH-2002-1.1	HCE-DMH-3002-1.1	HCE-DMH-4002-1.1		
	Perform all necessary procedures related to patient registration, admission and discharge in accordance to organisational procedures and guidelines	Perform complex procedures related to patient registration, admission and discharge in accordance to organisational procedures and guidelines	Manage frontline service resources to ensure a smooth patient experience and clinic operations	Review the organisational frontline services workflow		
Knowledge	<ul style="list-style-type: none"> • Organisational medical confidentiality guidelines • Types of office stationery, supplies and equipment • Equipment maintenance policies • Organisational Information Technology and computer systems and processes • Organisational medical case files storage and retrieval processes • Types of clinic facilities • Organisational clinic medical appointment procedures and policies • Types of patient identification documents • Organisational procedures relating to patient greeting, admission, discharge and death registration • Types of scheduling • Automated or self-help services • Patient appointment records • Telephone service standards • Organisational telecommunications systems and processes • Factors that affect scheduling 	<ul style="list-style-type: none"> • Organisational procedures for patient registration and patient management systems • Methods of patient needs' analysis • Basic knowledge of patient presenting condition 	<ul style="list-style-type: none"> • Organisational systems and processes relating to slot management • Clinic facility management systems • Capacity management techniques • Access to doctors' schedule and availability • Basic knowledge of health check appointments and diagnostic tests • Organisational processes relating to the management of patients in challenging situations • Types of scheduling errors • Methods of assessing and managing junior staff 	<ul style="list-style-type: none"> • Organisational processes and their interdependencies • Strategies, tools and techniques in workflow improvement • Techniques to evaluate implementation success 		

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<p>Abilities</p>	<ul style="list-style-type: none"> • Identify the elements that are important to operate patient reception areas • Maintain the clinic or hospital's reception areas to organisational requirements • Identify when reception areas or common areas are in need of maintenance • Maintain the functionality and adequacy of office tools, supplies, equipment and documentation • Verify identification documents from patients • Establish patients' purpose of visit • Attend to patients' needs in accordance to organisational guidelines • Schedule appointments according to organisational procedures and guidelines • Process patients' admission and discharge orders • Register the death of patients according to organisational procedures • Assist patients with automated or self-help services • Generate patient appointment lists for clinics in a timely manner in accordance with organisational procedures • Verify appointment list against retrieved patient case files in accordance with organisational procedures • Remind patients of any health check appointments when it is due 	<ul style="list-style-type: none"> • Assist patients that require additional attention immediately • Escalate urgent conditions for medical triage • Explain basic clinic procedures to new patients • Arrange facilities and equipment needed for patients' appointments and consultations including bed booking • Act as a case coordinator for complicating and conflicting appointments • Encourage patients to participate in health check appointments 	<ul style="list-style-type: none"> • Plan the duration and purpose of time slots for clinics • Reconcile time slots with doctors' schedule and clinic resources available during slots planning • Identify scheduling problems when appointments fall through • Resolve scheduling errors according to organisational guidelines and procedures • Resolve discrepancies between scheduled appointments against the availability of facilities and other relevant resources needed for medical appointments • Evaluate junior staff's performance in accordance with clinics' key performance indicators to ensure they are adhered to 	<ul style="list-style-type: none"> • Identify key operational processes that require improvement • Review frontline services workflows • Oversee the implementation of workflow improvement activities and initiatives • Assess new or recommended improvements to workflows • Manage the systems and processes to ensure that standards are maintained 		
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	<ul style="list-style-type: none">• Provide pre-consultation or pre-appointment instructions to patients• Manage schedule of patients with multiple appointments					
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