

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

<b>TSC Category</b>	Patient and/or Client Education and Health Promotion					
<b>TSC</b>	Patient Education and Engagement					
<b>TSC Description</b>	Provide patients with the necessary information pre- and post-consultations with doctors and promote awareness on health and wellness					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>HCE-PEH-2006-1.1</b>	<b>HCE-PEH-3006-1.1</b>	<b>HCE-PEH-4006-1.1</b>		
		Provide patients with the necessary information pre- and post-consultations or procedures	Analyse patients' general health and wellness conditions in order to provide targeted suggestions on the necessary prevention measures and healthcare promotion activities	Promote the importance of general health and wellness		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Procedures to access patient information and patient records</li> <li>Types of patients with specific needs</li> <li>Patient confidentiality</li> <li>Types of pre-procedures and post-procedures follow-up according to organisational guidelines</li> <li>Checklist of problems that may impact patients' undertaking of a procedure</li> <li>Basic medical terminologies</li> <li>Up-to-date knowledge on healthcare services</li> </ul>	<ul style="list-style-type: none"> <li>Access to information on the effectiveness of screening tests and their limitations</li> <li>Screening tests and their criteria according to prescribed guidelines and written information</li> <li>Complementary and alternative options based on the recommendations and advice provided by doctors</li> <li>Influences in behaviour patterns that lead to poor health, diseases, disabilities and early death</li> <li>Organisation's health promotion activities</li> </ul>	<ul style="list-style-type: none"> <li>Community and national health policies</li> <li>Public health issues and initiatives</li> <li>Health promotion topics</li> <li>Basic health issues and eligibility associated with patients' social and demographic factors</li> </ul>		
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Identify any problems that may impact on the undertaking of a procedure or consultation according to prescribed checklists and guidelines</li> <li>Provide pre-procedures, and post-procedures follow-up as required</li> <li>Address any pre-procedure and post-procedure queries from the patients within scope of work</li> </ul>	<ul style="list-style-type: none"> <li>Conduct health surveys on patients' lifestyles and habits</li> <li>Identify additional needs required by patients</li> <li>Assess patients' readiness to adopt recommendations or advice provided</li> <li>Provide options available to patients based on the recommendations and advice provided by doctors</li> </ul>	<ul style="list-style-type: none"> <li>Recognise opportunities where general health advice can be provided</li> <li>Provide general health and wellness advice taking into account the underpinning social and demographic determinants of health in accordance with organisational guidelines and procedures</li> </ul>		

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		<ul style="list-style-type: none"><li>• Identify complex queries and questions for escalation</li><li>• Reiterate post-procedure instructions to patients</li><li>• Recommend and refer to seniors on general wellness</li></ul>				
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