

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

<b>TSC Category</b>	Patient Care					
<b>TSC</b>	Ambulatory Care Service Support					
<b>TSC Description</b>	Provide support to team in the provision of ambulatory care services in pharmacist-led services					
<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-PTC-2001-1.1</b>	<b>HCE-PTC-3001-1.1</b>	<b>HCE-PTC-4001-1.1</b>		
		Provide administrative support in the provision of ambulatory care services	Provide clinic support in the provision of ambulatory care services	Provide specific patient counselling and education to support pharmacist-led ambulatory care services		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Ambulatory care services workflow</li> <li>• Potential benefits of providing ambulatory care services</li> <li>• Challenges in provision of ambulatory care services</li> <li>• Organisational procedures and guidelines in the ambulatory care services provided to patients or clients</li> <li>• Organisation's facility and resource booking system</li> <li>• Patient interview skills</li> <li>• Organisational policies to access healthcare records</li> <li>• Types of clinical conditions</li> <li>• Pharmacotherapy principles and concepts</li> <li>• Management of biohazards materials</li> <li>• Management of sharps and sharp wastes</li> </ul>	<ul style="list-style-type: none"> <li>• Basic medical terminology</li> <li>• Human anatomy or physiology</li> <li>• Physiology of body temperature</li> <li>• Different methods of taking basic health status measurements</li> <li>• Organisational guidelines and procedures relating to communication to patients before measuring basic health status</li> <li>• Preparation process of the patients before the measurement of basic health status</li> <li>• Signs and symptoms of abnormal conditions in terms of the health status measurement</li> <li>• Types of equipment needed for basic health measurement</li> <li>• Ranges of normal and abnormal vital signs</li> <li>• Organisational procedures relating to measuring and reporting basic health status</li> <li>• Organisational guidelines for maintaining patient confidentiality</li> <li>• Management of clients' medical history</li> <li>• Organisational procedures in</li> </ul>	<ul style="list-style-type: none"> <li>• Medication devices</li> <li>• Dosing regimens of drugs</li> <li>• Contraindications and side effects of medications</li> <li>• Medication monitoring parameters</li> <li>• Techniques of use of medical devices</li> <li>• Availability and role of medication devices in disease management</li> <li>• Common causes of incorrect usage of medication devices</li> <li>• Pathophysiology of related diseases</li> <li>• Disease management counselling</li> <li>• Side effects management and scenarios to seek medical attention</li> <li>• Target range of monitoring parameters</li> <li>• Interpretation of monitoring parameters and appropriate course of action</li> </ul>		

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			<p>documenting the results obtained in client's case notes</p> <ul style="list-style-type: none"> <li>• Medical information provided to clients when necessary</li> </ul>			
<b>Abilities</b>		<ul style="list-style-type: none"> <li>• Arrange for clinic appointments as ordered by pharmacists</li> <li>• Explain the relevant documents provided to patients at the end of clinic visits</li> <li>• Follow up with no-show patients and patients who require closer monitoring</li> <li>• Document follow-up actions taken and inform pharmacists where appropriate</li> <li>• Obtain relevant information on patients' clinical condition via various communication modes</li> <li>• Escalate to pharmacists where pharmacists' input is necessary in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Check and confirm appropriate methods of health measurement status</li> <li>• Prepare appropriate equipment and materials required for basic health measurement</li> <li>• Prepare patients for basic health measurement</li> <li>• Record the outcomes of measurements</li> <li>• Report abnormal measurement outcomes to pharmacists or supervisor</li> <li>• Clean and restore the equipment in accordance with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Elicit information on patients' lifestyles and habits that may contribute to presenting conditions or diagnosis</li> <li>• Use appropriate questions and screening tools</li> <li>• Seize opportunities to provide general health advice</li> <li>• Provide customised, appropriate and practical counselling in disease management</li> <li>• Monitor patient disease management parameters via telecommunications or e-communications</li> <li>• Document all clinical findings and summary of communications into the relevant database after patient interactions</li> <li>• Escalate to pharmacists when necessary in a timely manner</li> </ul>		