

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

TSC Category	Patient Care					
TSC	Clinical Support for Patient Service Associates					
TSC Description	Assist with clinical duties or perform simple clinical procedures during consultation as instructed by registered practitioners and according to organisational guidelines and procedures					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HCS-PTC-2009-1.1	HCS-PTC-3009-1.1	HCS-PTC-4009-1.1		
		Prepare work environment, equipment, personal protective equipment and resources for patient care procedures	Support healthcare professionals in performing clinical tests and procedures	Perform basic clinical procedures under supervision		
Knowledge		<ul style="list-style-type: none"> Workplace Safety and Health Act Infection control procedures Organisational procedures to reinstate work areas Organisational procedures to handle contaminated items, and sharp and hazardous wastes Organisational procedures to clean and disinfect environmental surfaces Organisational procedures to handle reusable items Organisational procedures to manage incidents Organisational guidelines and procedures to clean up body fluids Types of sterilisation and disinfection methods Organisation policies and standard operating procedures for processing client information Organisation policies and standard operating procedures for hygiene, infection control and disease management Procedures to assemble and isolate equipment, 	<ul style="list-style-type: none"> Basic medical terminologies Basic human anatomy and physiology terminologies Physiology of body temperature Types of clinical laboratory services Organisational procedures relating to collection of specimens for laboratory testing Organisational procedures in measuring and reporting of vital signs and patients management on vital signs taking, measuring and reports Preparation process of the patients before the measurement of vital signs and performance of basic procedures Organisational procedures for preparing patients for physical examination and minor procedures Ranges of normal and abnormal vital signs Types of equipment needed for clinical tests and procedures Purpose, maintenance and storage of various equipment 	<ul style="list-style-type: none"> Types of eye drops Types of abnormal eye conditions Purpose of eye drops Methods of application of eye drops Importance of dating the first opening of medication Anatomy and physiology of the sensory organs and their age related changes Types of gloves Organisational procedures for communication with patients and other healthcare professionals Organisational guidelines for maintaining patient confidentiality Hospital and organisational protocol for venepuncture, uroflowmetry and electrocardiogram (ECG) Principles and techniques in venepuncture, uroflowmetry and ECG Potential complications of clinical procedures including venepuncture, uroflowmetry and ECG 'Six rights' of medication Medication labelling concept 		

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		<p>appliances and materials in unit of responsibility</p> <ul style="list-style-type: none"> • Types of microorganisms • Types of personal protective equipment • Organisational procedures on the use of personal protective equipment 	<ul style="list-style-type: none"> • Guidelines and procedures to observe during chaperoning • Healthcare ethics applicable for healthcare assistants 	<ul style="list-style-type: none"> • Physical appearance of drugs • Medication checking procedures 		
Abilities		<ul style="list-style-type: none"> • Identify hazards, threats to safety and possible risks • Apply control procedures to minimise and avoid harm • Provide feedback to supervisor on hazards in work area and reporting Workplace Safety and Health incidents to appropriate personnel when incidents occur • Dispose and isolate all contaminated, sharp and hazardous items and wastes according to established organisational procedures • Clean and disinfect environmental surfaces contaminated with body fluids and waste spillages in accordance with established organisational procedures • Identify, isolate and report any faulty medical equipment and items to supervisor in accordance with established organisational procedures • Clean and restore work areas back to normal conditions in accordance with established organisational procedures • Ensure resources and equipment are adequate for the healthcare 	<ul style="list-style-type: none"> • Check that laboratory forms and specimen containers are labelled correctly • Assist healthcare personnel with collection of specimen • Communicate with patients on the procedural requirements • Take vital signs measurements for patients • Report abnormal vital signs • Assist patients to prepare for physical examinations or minor procedures 	<ul style="list-style-type: none"> • Check with appropriate personnel on the prescribed eye drops for the patients • Assist patients to the appropriate position for the application of eye drops in accordance with organisational procedures • Apply eye drops safely according to organisational procedures • Report abnormalities in the eye conditions to healthcare professionals or supervisor • Prepare patients for clinical procedures • Check that all equipment and materials used are intact and within their expiry dates • Dispose of waste materials in accordance with organisational procedures • Clean and store all reusable equipment in accordance with organisational procedures • Obtain consent from patients regarding the procedures • Perform clinical procedures including venepuncture, ECG and uroflowmetry according to protocol and guidelines 		

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		<p>professionals to deliver treatments to patients</p> <ul style="list-style-type: none"> • Use personal protective equipment while assisting healthcare professionals in any medical procedures or consultation • Assemble the quantities and types of equipment, appliances and materials • Check and confirm that all resources are in a safe operating condition • Carry out hand washing in accordance to established organisational hygiene and infection control procedures • Check that all necessary medical items and instruments are prepared 		<ul style="list-style-type: none"> • Perform necessary documentation for procedures administered • Highlight complicated cases and outliers according to guidelines • Check prescription labels against medication log and medication orders to ensure consistency • Verify prescription against patients' identities • Check that patients receive sufficient supply of medication 		
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