

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

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| TSC Category | Quality and Patient Safety | | | | | |
| TSC | Clinical Records Documentation and Management in Rehabilitation Therapy | | | | | |
| TSC Description | Appropriate documenting and managing of client information to support clinical services | | | | | |
| TSC Proficiency Description | Level 1 | Level 2 | Level 3 HCE-QPH-3002-1.1 | Level 4 HCE-QPH-4002-1.1 | Level 5 HCE-QPH-5002-1.1 | Level 6 |
| | | | Document client information in compliance with legal, ethical and professional policies and procedures | Manage client information in compliance with legal, ethical and professional policies and procedures. Provide guidance to junior therapists where necessary. | Oversee and evaluate the clinical records management processes at an institutional level | |
| Knowledge | | | <ul style="list-style-type: none"> Guidelines and standards pertaining to the creation, use, retention and destruction of clinical records Various identifiers used for accurate patient identification including name, NRIC number, and date of birth Components required to be documented relevant to client care Data protection and privacy regulation Importance of good record-keeping aligned to the organisation's guidelines Professional terminologies and formats of clinical record documentation Storage options and requirements for clinical records | <ul style="list-style-type: none"> Role of clinical records including patient-held records to support communication in patient's health management, clinical audits and research, and as medico-legal records of care given Role of information and communication technologies in enhancing clinical information recording, storage and retrieval, and information flows | <ul style="list-style-type: none"> Regulatory requirements of record maintenance Importance of multidisciplinary or shared clinical records, notes or assessments in improving information flows and clinical handovers for the organisation Legal requirements for client record sharing International guidelines and best practices related to clinical records management Roles and responsibilities of individuals and the whole organisation in the control of records | |
| Abilities | | | <ul style="list-style-type: none"> Identify and record clients' clinical information on organisation's templates in accordance with professional and organisational guidelines | <ul style="list-style-type: none"> Integrate clients' current or latest clinical information with their permanent or supplementary records to ensure that list of functionally integrated records exist | <ul style="list-style-type: none"> Develop relevant documentation frameworks and templates to improve record management capabilities and support clinical decision-making | |

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| | | | <ul style="list-style-type: none"> • Comply to legal requirements to safeguard clients' data according to Personal Data Protection Act (PDPA) • Store and archive clinical records in accordance with professional and organisational guidelines | <ul style="list-style-type: none"> • Establish documented processes for recording, storing, archiving, and disposal of clinical records • Implement policies and/or guidelines for clinical record sharing to respect Personal Data Protection Act (PDPA) • Review documentation management done by junior staff according to clinical guidelines | <ul style="list-style-type: none"> • Develop policies and/or guidelines to promote client records integration and adoption of client records management according to best practices • Develop policies and/or guidelines to respect Personal Data Protection Act (PDPA) for clinical record sharing | |
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