

# EQUIPPING CLINIC ASSISTANTS FOR YOUR CLINICS

Text and photos by Terry Teong, Senior Executive

The first intake of the SMA Place and Train Clinic Assistant (CA) Introductory Skills Course 2019 kicked off on 6 March. During the four-day course, we saw 13 participants picking up foundational skills in monitoring vital signs, operating an ECG machine and effective communication skills in order to competently assist doctors and manage daily clinic operations.

SMA has been working with the Employment and Employability Institute (e2i) since the programme's inception to assist clinics in training their newly employed CAs, especially those who have no prior experience in the healthcare sector, and with funding support of up to \$2,470. The funding consists of a 90% subsidy on the \$800 (before GST) course fee, as well as a 70% subsidy on the CA's one-month salary (capped at \$1,750). The funding criteria by e2i are as follows:

- Trainee must be Singaporean or Singapore Permanent Resident;



- Trainee must be employed as a CA by the clinic after 27 September 2018;
- Trainee must be offered a starting salary of \$1,500/month and above (full-time) or at least \$8/hour (permanent part-time, with minimum 80 hours clock-in per month); and
- Trainee must complete the three weeks on-the-job training assessment with the clinic after the four-day course.

The next intake of the SMA Place and Train CA Introductory Skills Course will be held from 3 to 6 July 2019. For more information, please contact Terry at tel: 6540 9172 or email: [placeandtrain@sma.org.sg](mailto:placeandtrain@sma.org.sg). ♦

## Course Content

- Understanding the essential role of a CA
- Managing infection control
- Understanding workplace safety and health policies
- Appreciating common healthcare schemes and clinic systems
- Understanding healthcare law and ethics
- Performing ECG
- Managing health screening
- Measuring and recording vital signs
- Collecting and despatching biological specimens
- Understanding basic skills in good drug dispensing practices
- Managing drug processing and packing prescriptions
- Understanding receptionist duties and phone techniques
- Implementing effective communication skills
- Managing conflict management and service recovery
- Understanding common medical procedures and conditions

### Legend

1. Group photo of the March cohort with the instructors

2. Learning to operate the blood pressure monitor

