



CLINIC ASSISTANT TRAINING PROGRAMME (FOUNDATION)

Course Details

Pre-session material will be provided

Session 1: Managing Clinic Operations & Patient Communication

| Learning Objectives | Programme Outline | Domains Covered |
|---|--|--|
| <p>CAs will be able to perform registration and simple triaging for patients presenting to the GP clinic</p> | <ul style="list-style-type: none"> • Use of appropriate screening questions • Registration process • 2 patient identifiers • Recognition of patients that require urgent attention • Infectious disease workflow for patients who require isolation | <p>Triage & Screening</p> |
| <p>CAs will understand basic principles of infection control</p> | <ul style="list-style-type: none"> • General Cleanliness e.g. knowledge of cleaning high-touch surfaces • Disinfection procedures | <p>Hygiene & Safe Environment</p> |
| <p>CAs will be confident in managing administrative duties in the GP clinic</p> | <ul style="list-style-type: none"> • Performing chaperone duties • Understanding of medical schemes (eg CHAS, HSG, PG, MG) • Appropriate handling of patient information eg from telephone calls, medical reports • Making referrals for the GPs • Telephone referrals • Online referrals | <p>Clinical: Minor Procedures</p> <p>Care Transition & Integration</p> |
| <p>CAs will understand how to build rapport with patients through the use of verbal and non-verbal communication skills</p> | <ul style="list-style-type: none"> • Patient Confidentiality • Ensuring accuracy of communication with 3Rs (Record, Read, Receive) • Awareness of the different types of patient consent, e.g. deemed consent, informed consent and explicit consent • Body Language – Importance of a Positive Body Language • Resolving Conflicts and performing service recovery | <p>Communication Skills</p> <p>Patient Confidentiality and Ethics</p> |

Pre-session material will be provided

Session 2: Foundation in Clinical Care

| Learning Objectives | Programme Outline | Domains Covered |
|---|---|--|
| <p>CA will acquire basic knowledge of the common chronic conditions managed by the GP</p> <p>Understanding of complications and the importance of good control</p> <p>Able to provide lifestyle education effectively to patients</p> <p>Competent in performing simple measurements for patients and recognising 'red flags' when taking measurements</p> <p>CA will be able to perform the 7 steps of hand hygiene. They will be able to gown and degown PPE correctly</p> <p>Able to handle and store test specimens appropriately</p> | <ul style="list-style-type: none"> • Overview of common chronic diseases eg diabetes, hypertension, hyperlipidaemia • Understand need for screening of complications – annual DRP, DFS, panel tests • Identify care plans prescribed by GP • Health education & lifestyle modification. Promotion of health literacy • Role play on Health Counseling • Taking vital signs • Blood pressure • Temperature • Pulse rate • Saturations (oximeter) • BMI • Vision Testing • Demonstration of hand hygiene and proper donning and degowning of PPE • Management of Biohazard Waste • Proper procedure in labelling the containers for specimen collection <ol style="list-style-type: none"> 1. Proper instructions in collecting various specimen e.g. mid stream urine and stool 2. Proper storage of specimens collected | <p>Chronic Disease and Preventive Health management</p> <p>Clinical: Investigations</p> <p>Engagement and Empowerment</p> <p>Communication Skills</p> <p>Perform Triaging & Screening</p> <p>Clinical : Hygiene & Safe Environment</p> <p>Clinical: Investigations</p> |

Pre-session material will be provided

Session 3: Medication Handling and Dispensing

| Learning Objectives | Programme Outline | Domains Covered |
|---|--|--|
| <p>CA will understand ethical principles of patient confidentiality</p> <p>Understand indications of commonly prescribed medications for acute & chronic medications</p> <p>Able to manage clinic medication inventory</p> <p>Demonstrates competency in dispensing commonly prescribed medications</p> | <ul style="list-style-type: none"> Awareness of the need for patient confidentiality and PDPA Verification of patient's identity Handling disposal of documents containing patient information Identify common acute & chronic medication groups Inventory Management: General/ Stationary/ Sterile / Non-sterile items Manage simple medication inventory Ensuring accuracy in medication picking & preparation Perform simple dispensing of medications Role play on dispensing of medications Provide medication advice to patients awaiting home delivery | <p>Patient Confidentiality & Ethics</p> <p>Knowledge on Acute & Chronic Disease</p> <p>Clinical: Clinic Supplies</p> <p>Engagement & Empowerment</p> |

Date & Time

Session 1

04 Aug 2026, 1pm - 5pm

Session 2

18 Aug 2026, 1pm - 5pm

Session 3

25 Aug 2026, 1pm - 5pm

Venue

SHP PRIME

167 Jalan Bukit Merah Connection One
(Tower 3, Level 7) #07-07 Singapore 150167

Nearest MRT Station

Redhill MRT – transfer to Bus No. 132 to Bukit Merah Bus Interchange

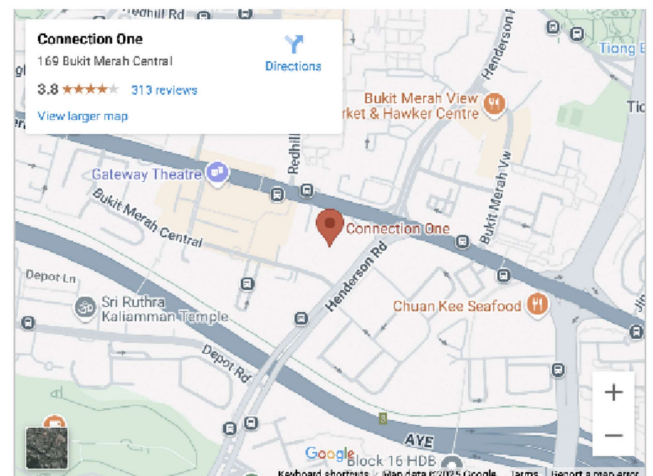
Nearest Bus Interchange/Bus Stop

Bukit Merah Bus Interchange

Bus No: 5, 16, 57, 123, 131, 132, 139, 153, 167, 176, 198, 272, 273, 275, 851

Bus Stop along Jalan Bukit Merah

Bus No: 14, 147, 196, 197, 855, 961



Registration



Polyclinics
SingHealth



Registration via QR code:



\$200 per session (excluding GST)

\$500 for all 3 sessions (Bundle price, excluding GST)

80% funding / 20% co-payment
Capped at \$808 per Healthier SG
clinic; up to 2 CAs

Payment via Paynow to UEN number: 200002698ZSHP

Confirmation of Attendance

You will receive a confirmation email once we have verified the payment.
Pre-reading material will be sent to the participant(s)' email.

Refund Policy

100% refund if withdrawal is made more than 14 days before the first session.

50% refund if notified 7–14 days before the first session.

No refund for withdrawals made less than 7 days before the first session or for no-shows.

Application is non-transferrable.

For enquiries email: prime-institute@singhealth.com.sg