# TSC Category
Patient and/or Client Education and Health Promotion

## TSC
Patient Education and Engagement

## TSC Description
Provide patients with the necessary information pre- and post-consultations with doctors and promote awareness on health and wellness

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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<th>Level 4</th>
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<th>Level 6</th>
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<td>HCE-PEH-2006-1.1</td>
<td>HCE-PEH-3006-1.1</td>
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**Provide patients with the necessary information pre- and post-consultations or procedures**

- Analyse patients' general health and wellness conditions in order to provide targeted suggestions on the necessary prevention measures and healthcare promotion activities
- Promote the importance of general health and wellness

### Knowledge
- Procedures to access patient information and patient records
- Types of patients with specific needs
- Patient confidentiality
- Types of pre-procedures and post-procedures follow-up according to organisational guidelines
- Checklist of problems that may impact patients' undertaking of a procedure
- Basic medical terminologies
- Up-to-date knowledge on healthcare services
- Access to information on the effectiveness of screening tests and their limitations
- Screening tests and their criteria according to prescribed guidelines and written information
- Complementary and alternative options based on the recommendations and advice provided by doctors
- Influences in behaviour patterns that lead to poor health, diseases, disabilities and early death
- Organisation’s health promotion activities
- Community and national health policies
- Public health issues and initiatives
- Health promotion topics
- Basic health issues and eligibility associated with patients' social and demographic factors

### Abilities
- Identify any problems that may impact on the undertaking of a procedure or consultation according to prescribed checklists and guidelines
- Provide pre-procedures, and post-procedures follow-up as required
- Address any pre-procedure and post-procedure queries from the patients within scope of work
- Conduct health surveys on patients’ lifestyles and habits
- Identify additional needs required by patients
- Assess patients’ readiness to adopt recommendations or advice provided
- Provide options available to patients based on the recommendations and advice provided by doctors
- Recognise opportunities where general health advice can be provided
- Provide general health and wellness advice taking into account the underpinning social and demographic determinants of health in accordance with organisational guidelines and procedures
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<td>• Identify complex queries and questions for escalation</td>
<td>• Reiterate post-procedure instructions to patients</td>
<td>• Recommend and refer to seniors on general wellness</td>
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Effective Date: October 2018, Version 1.1