

# **COURSE CONTENTS**

**FOR**

**Online Medical Assistant Program**

**Personal or patient care Assistant (PCA) or Hospital Care  
Attendant Program**

**Emergency and Ambulance Care Assistant Program**

**Hospital Ward Housekeeping Assistant WHA or Hospital  
Attendant**

**Healthcare Administrative Assistant Program  
&**

**Occupational Therapy Assistant Program**

# Personal or patient care Assistant (PCA) or Hospital Care Attendant

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## Course Contents

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### Section 1: Core Foundations of Personal Care Assistance

#### 1. Roles of the Personal Care Assistant

**Objective:** Define the scope and responsibilities of a PCA.

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#### 2. Ethics, Conduct, and Rights of Patients, Care Assistants, and Employees

**Objective:** Emphasise ethical behaviour and awareness of rights.

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#### 3. Supporting Confidentiality and Promoting Individuality

**Objective:** Highlight the importance of maintaining confidentiality and honouring patient uniqueness.

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#### 4. Communication and Interpersonal Skills

**Objective:** Build effective communication skills for patient and team interactions.

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#### 5. Documentation and Incident Reporting

**Objective:** Ensure accurate record-keeping and incident reporting.

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### Section 2: Personal and Clinical Care Basics

#### 6. Basic Human Anatomy and Physiology

**Objective:** Introduce foundational knowledge of human body systems relevant to personal care.

**Content:**

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## **7. Basic Mathematics**

**Objective:** Equip students with essential mathematical skills used in healthcare settings

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## **8. Use of English**

**Objective:** Equip students with essential English language skills for effective communication in healthcare settings

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## **9. Personal Hygiene: Bathing and Dressing**

**Objective:** Teach the principles of maintaining personal hygiene and dressing for patients with various needs.

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## **Section 3: Advanced Care Skills**

### **10. Skin Care and Breakdown Prevention**

**Objective:** Educate on the importance of skin health and preventing pressure sores.

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### **11. Bowel, Bladder, and Catheter Care**

**Objective:** Train students in proper techniques for assisting with elimination needs.

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### **12. Household Management: Maintaining a Clean and Safe Environment**

**Objective:** Equip students with skills to ensure a safe and healthy living environment for patients.

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### **13. Hydration, Nutrition, Special Diets, and Meal Preparation**

**Objective:** Teach the fundamentals of ensuring patients receive proper nutrition and hydration.

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#### **14. Safety of Patients and Accident Prevention**

**Objective:** Teach methods to maintain patient safety and minimise risks in care environments.

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### **Section 4: Specialised Skills and Patient Engagement**

#### **15. Assisting with Mobility, Transfers, and Range of Motion (ROM)**

**Objective:** Equip students with techniques to safely assist patients with mobility needs.

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#### **16. Supporting Various Illnesses**

**Objective:** Train students to provide tailored care for patients with different medical conditions.

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#### **17. Social Sciences and Humanities**

**Objective:** Provide foundational knowledge in social sciences and humanities to enhance empathy and cultural competence.

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#### **18. Measuring Fluid Intake and Outputs**

**Objective:** Teach students the importance of monitoring fluid balance and its role in maintaining patient health.

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### **Section 5: Comprehensive Care and Professional Development**

#### **19. Oxygen Therapy**

**Objective:** Train students in the safe handling and administration of oxygen therapy.

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#### **20. Dealing with Adverse Behavior**

**Objective:** Provide students with strategies to manage challenging patient behaviours effectively.

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## **21. Death and Dying**

**Objective:** Prepare students to provide compassionate end-of-life care and support to patients and their families.

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## **22. Management of Stress**

**Objective:** Teach students strategies for managing stress in caregiving roles.

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## **23. Cognitive Impairment and Mental Health Issues**

**Objective:** Equip students with skills to care for patients with cognitive and mental health challenges.

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# Online Medical Assistant Program

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## Table of Contents

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### Section 1

#### 1. Introduction to Allied Health

**Objective:** Provide an overview of Allied Health careers and the role of Medical Assistants.

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#### 2. Information Literacy

**Objective:** Teach students how to locate, evaluate, and use healthcare information effectively.

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#### 3. Medical Terminology

**Objective:** Introduce students to medical language for effective communication.

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#### 4. English Composition

**Objective:** Develop students' writing skills for effective communication in Allied Health.

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#### 5. Law, Ethics, and Confidentiality in Allied Health

**Objective:** Equip students with knowledge of ethical standards and legal regulations in healthcare.

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## Section 2

### 6. Computer Applications and Appreciation

**Objective:** Provide students with basic computer skills essential for Allied Health roles.

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### 7. Anatomy and Physiology-1

**Objective:** Introduce students to the structure and function of the human body.

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### 8. Nutrition

**Objective:** Teach students the fundamentals of nutrition and its role in health.

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## Section 3

### 9. Professional Conduct

**Objective:** Teach students the principles of professionalism in the workplace.

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### 10. Business and Technical Writing

**Objective:** Equip students with advanced writing skills for professional communication.

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### 11. Interpersonal Communication

**Objective:** Develop communication skills essential for patient care and teamwork.

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### 12. Reimbursement Methods

**Objective:** Provide an understanding of healthcare financing and insurance systems.

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### 13. Medical Coding

**Objective:** Teach the principles of medical coding for accurate documentation and billing.

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## Section 4

### 14. Electronic Medical Records (EMRs)

**Objective:** Train students in the effective use of EMR systems for patient management.

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### 15. Essentials of Psychology

**Objective:** Introduce foundational concepts in psychology relevant to healthcare.

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### 16. Mathematical Reasoning

**Objective:** Build quantitative reasoning skills relevant to medical calculations.

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### 17. Social Sciences and Humanities

**Objective:** Provide foundational knowledge in social sciences and humanities to enhance empathy and cultural competence.

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### 18. Pharmacology

**Objective:** Introduce foundational knowledge of drugs, their uses, and safe administration practices.

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### 19. Clinical Procedures Theory

**Objective:** Equip students with the knowledge required to perform core clinical tasks.

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### 20. Medical Surgical Procedures

**Objective:** Equip students with knowledge of assisting in minor surgical procedures.

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## **21. Clinical Procedures Labs**

**Objective:** Offer hands-on practice for the skills learned in theory.

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## **22. Postings for Externship (200 Hours)**

**Objective:** Provide real-world experience in a healthcare setting under professional supervision.

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# Emergency, Ambulance Care Assistant Program

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## Course Contents

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### Section 1: Foundational Skills

#### 1. Basic Mathematics

**Objective:** Equip trainees with essential mathematical skills for healthcare tasks.

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#### 2. Basic English

**Objective:** Develop communication skills necessary for interacting with patients and healthcare teams.

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#### 3. Social Sciences and Humanities

**Objective:** Foster a deeper understanding of human behaviour, culture, and ethics in patient care.

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#### 4. Basic Computer Skills

**Objective:** Introduce trainees to essential computer operations relevant to healthcare settings.

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#### 5. Basic First-Aid Techniques

**Objective:** Teach life-saving techniques to manage medical emergencies effectively.

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### Section 2: Emergency and Ambulance Basics

#### 6. The Terminologies Used in First-Aid Clinical Care

**Objective:** Familiarise trainees with essential medical terms used in emergency care.

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#### 7. Health Monitoring of Vital Signs and Parameters

**Objective:** Teach accurate measurement and interpretation of vital signs.

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## 8. Standard Readings

**Objective:** Provide benchmarks for normal and abnormal vital sign readings.

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## 9. Common Emergency Conditions Ambulance Arrival

**Objective:** Prepare trainees to assist with typical emergencies encountered in pre-hospital care.

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## 10. The Basics of Ambulance Care

**Objective:** Introduce core principles of providing care in an ambulance setting.

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## Section 3: Advanced Emergency Care Techniques

### 11. Assessing the Patient's Condition

**Objective:** Equip trainees with skills to perform rapid and accurate patient assessments in emergency situations.

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### 12. Providing Initial Care

**Objective:** Train trainees in delivering essential first-line treatments to stabilise patients.

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### 13. Stabilisation of the Patient and Items or Medications Used

**Objective:** Ensure trainees can stabilise patients using essential tools and medications during transport.

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### 14. Transporting the Patient to the Nearest Medical Facility

**Objective:** Provide guidance on safe and efficient patient transport practices.

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### 15. Handing Patient Over to Medical Team at Medical Facility

**Objective:** Train trainees to conduct a seamless handover to hospital medical teams.

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### 16. Hand-Over Notes

**Objective:** Train trainees to document and provide comprehensive handover notes for medical teams.

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# Hospital Ward Housekeeping Assistant WHA or Hospital Attendant

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## Course Content

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### Hospital Ward Housekeeping Assistant Program

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#### Section 1: Basic Anatomy, Aptitude, and Hospital Setup

##### 1. General Body Structure

**Objective:** Familiarise students with the human body's basic structure and its relevance to patient care.

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##### 2. Basic Setup of a Hospital

**Objective:** Introduce students to the layout and organisation of hospitals.

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##### 3. Common Medical Equipment & Instruments

**Objective:** Educate students on the identification and handling of essential hospital equipment.

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##### 4. Common Medical Terminologies

**Objective:** Help students understand frequently used medical terms to improve communication.

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##### 5. Basic Mathematics

**Objective:** Teach basic mathematical concepts relevant to hospital operations.

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##### 6. Basic English

**Objective:** Enhance trainees' English communication skills for effective interaction in the hospital setting.

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## Section 2: Cleaning and Infection Control

### 7. Cleaning and Disinfecting Hospital Spaces

**Objective:** Train students on effective cleaning techniques to ensure a safe hospital environment.

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### 8. Sterile and Non-Sterile Areas of the Hospital

**Objective:** Differentiate between sterile and non-sterile zones and their maintenance protocols.

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### 9. Maintaining Sterility and Cleaning Equipment

**Objective:** Equip students with methods to maintain sterility in hospital environments.

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### 10. Common Cleaning and Disinfecting Agents and Methods

**Objective:** Provide knowledge of cleaning agents and their appropriate use.

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### 11. Hand Hygiene & Prevention of Cross Infection

**Objective:** Educate students on the importance of hand hygiene in infection control.

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## Section 3: Core Housekeeping and Patient Support

### 12. Role of Hospital Care Attendant

**Objective:** Define the responsibilities of hospital care attendants.

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### 13. Assisting the Nursing Department

**Objective:** Support nurses by handling non-clinical tasks efficiently.

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#### **14. Patient Movement and Relocation**

**Objective:** Train trainees to assist patients safely and comfortably during transfers and relocations.

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#### **15. Equipment Movement and Relocation**

**Objective:** Ensure trainees understand how to safely move and store hospital equipment.

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#### **16. Assisting Patients with Personal Hygiene Needs**

**Objective:** Equip trainees with skills to maintain patient dignity and comfort during hygiene care.

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### **Section 4: Advanced Skills and Responsibilities**

#### **17. Cardio-Pulmonary Resuscitation (CPR)**

**Objective:** Equip trainees with life-saving CPR techniques to handle emergencies.

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#### **18. Basic Computer Skills**

**Objective:** Familiarise trainees with basic computer operations and hospital software systems.

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### **Section 5: Social and Professional Skills**

#### **19. Interpersonal Relationship Skills & Moral Education**

**Objective:** Build strong interpersonal skills and instil moral values for professional conduct.

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#### **20. Communication with Patients and Staff**

**Objective:** Improve interpersonal communication in a hospital setting.

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## 21. Social Science and Humanities

**Objective:** Provide a foundational understanding of human behaviour and societal dynamics in healthcare.

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## 22. Ethical Conduct in the Hospital

**Objective:** Establish a clear understanding of ethical responsibilities in healthcare settings.

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## 23. Monitoring Patient's Vital Signs

**Objective:** Teach trainees how to measure and interpret basic vital signs.

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## 24. Reporting of Incidents

**Objective:** Train trainees to document and report incidents accurately and promptly.

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## 25. Roles in Emergency Situations

**Objective:** Prepare trainees to respond effectively and assist during hospital emergencies.

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## 26. Monitoring Patient's Emotional, Physical, or Mental Wellbeing

**Objective:** Teach trainees to observe and report changes in patients' overall wellbeing.

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## 27. Maintaining Detailed Records and Reports on Patient's Daily Activities

**Objective:** Ensure trainees understand the importance of accurate documentation for patient care.

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# Healthcare Administration Assistant Program

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## Course Content

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### Healthcare Administration Assistant Program

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#### Section 1: Introduction to Health Administration

**Objective:** Provide learners with a comprehensive overview of health administration, including its scope, purpose, and significance within healthcare systems.

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#### Section 2: Medical Terminology and Communication

**Objective:** Equip students with a thorough understanding of medical terminology and develop strong communication skills essential for healthcare administration

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#### Section 3: Healthcare Documentation and Records Management

**Objective:** Provide students with a comprehensive understanding of healthcare documentation and records management, focusing on accuracy, compliance, and efficiency.

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#### Section 4: Healthcare Laws, Ethics, and Compliance

**Objective:** Equip students with a thorough understanding of healthcare laws, ethical principles, and compliance regulations essential for maintaining legal and ethical standards in the healthcare industry.

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#### Section 5: Administrative Skills and Organizational Tasks

**Objective:** Enable learner develop proficiency in administrative skills and organisational tasks essential for efficient healthcare operations.

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### **Section 6: Adapting to Resource-Limited Settings**

**Objective:** Equip students with the knowledge and skills to effectively manage healthcare administration in environments with constrained resources.

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### **Section 7: Leadership and Professional Development**

**Objective:** Enable students to develop leadership skills and encourage professional growth in aspiring Health Administration Assistants.

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### **Section 8: Knowledge Assessment and Certification**

**Objective:** Equip students with a thorough understanding of the certification process and prepare them for professional assessments.

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# Occupational Therapy Assistant Program

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Occupational Therapy Assistant Program

Course Content

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## Section 1: Introduction to Occupational Therapy

**Objective:** Provide learners with a comprehensive understanding of occupational therapy (OT), its purpose, history, and foundational principles.

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## Section 2: Foundations of Anatomy and Physiology

**Objective:** Provide a foundational understanding of human anatomy and physiology, focusing on systems relevant to occupational therapy practice.

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## Section 3: Assessment and Evaluation

**Objective:** Equip students with the skills and knowledge to accurately assess and evaluate patients' physical, emotional, and cognitive conditions.

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## Section 4: Intervention Techniques and Modalities

**Objective:** Provide learners with an in-depth understanding of various intervention techniques and therapeutic modalities, enabling them to assist occupational therapists in implementing effective treatment plans

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## Section 5: Communication and Teamwork

**Objective:**

To equip OTAs with the skills needed to communicate effectively with patients, families, and healthcare professionals, and to foster collaboration within multidisciplinary teams

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## Section 5: Communication and Teamwork

**Objective:** Equip OTAs with the skills needed to communicate effectively with patients, families, and healthcare professionals, and to foster collaboration within multidisciplinary teams.

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## Section 6: Ethics and Professionalism

**Objective:** Provide Occupational Therapy Assistants (OTAs) with a comprehensive understanding of ethical principles and professional conduct required in patient-centred care

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## Section 7: Special Populations and Cultural Considerations

**Objective:** Prepare Occupational Therapy Assistants to effectively address the unique needs of diverse populations by developing skills in cultural competence, understanding specific challenges faced by various groups, and tailoring interventions to meet individualised needs.

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## Section 8: Adapting OT Practices

**Objective:** Equip Occupational Therapy Assistants (OTAs) with the knowledge and skills to adapt occupational therapy (OT) practices to the unique challenges and opportunities present in different economies

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## Section 9: Certification and Career Opportunities

**Objective:** Prepare students for certification as Occupational Therapy Assistants (OTAs) and provide comprehensive guidance on exploring diverse career opportunities in the field.

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