

OUR VISION

To be the Premier Educator for Service Excellence

OUR MISSION

To inspire Passion for Service and Contribution to Society through Excellence in Continuous Education

OUR VALUES

Responsibility, Integrity, Passion and Excellence (RIPE)

OUR CULTURE

An Open and Conducive Learning Environment, With Mutual Respect and Professionalism to Build A High Performance Organization



CSM ACADEMY
INTERNATIONAL

HOW TO APPLY (FOR LOCAL AND INTERNATIONAL STUDENTS)

01

FILL UP THE FOLLOWING ONLINE FORMS

- Application Form - CSM Academy International Pte Ltd
- ICA Form 16 and Form V36 - applicable only for International Students (complete in English and duly signed by applicant)

02

ATTACH THE FOLLOWING DOCUMENTS

- A copy of passport-size photograph with white background
- A copy of NRIC (for Singaporeans and PR)
- A copy of passport - applicable only for International Students (must have at least 1 year validity)
- A copy of birth certificate - applicable only for International Students

BRING THE ORIGINAL DOCUMENTS FOR THE FOLLOWING ITEMS

- Notarised/Certified true copies of all your educational transcripts and completion certificates
- All documents need to be translated in English and submitted along with the original documents
- Proof of English Proficiency; either IELTS/TOEFL score sheet or equivalent qualification (if applicable)
- Resume or Letter from employer certifying period of employment (if applicable)
- Bank balance to show a minimum of \$30,000 for students from visa-required countries (China, India etc) / Evidence of study loan, sufficient enough to cover the course fees - applicable only for International Students
- Application fee (non-transferrable and non-refundable)

03

OFFER BY THE SCHOOL

Upon receipt of your completed application, you will be notified of the outcome of your application within 2 weeks. Successful applicants will receive electronic version of Letter of Offer and terms and conditions page if any

04

APPLICATION OF STUDENT PASS - ONLY APPLICABLE FOR INTERNATIONAL STUDENTS (SKIP THIS STEP FOR LOCAL STUDENTS)

Upon approval of your application, CSM Academy will proceed to submit your Student's Pass application via SOLAR+ to Singapore Immigration and Checkpoints Authority (ICA). You will be notified of the outcome within 6 weeks.

05

PAYMENT OF PROGRAMME FEES

For Local Students -You will be required to bring the original certificates for verification, sign the student contract and make course payments.

For International Students -Once your Student Pass application is approved-in-principle by ICA, you will be required to bring the original certificates for verification and to sign the student contract, followed by course fee payment. Do contact our Student & Industry Outreach Executive if you require student services on arrival such as airport pick-up, accommodation, medical check-up and more.

PAYMENT MODE

Via Paynow, iBanking, Nets & Cheque



CERTIFICATE IN
PATIENT SERVICE

**BEHIND
EVERY PATIENT**

IS THE ABILITY TO CARE BEYOND THE CURE



Cert No. : EDU-2-2105
Validity: 31-08-2021 to 30-08-2025

ERF Registration No. 200505735M
ERF Validity: 20/05/2022 - 19/05/2026

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CERTIFICATE IN PATIENT SERVICE



The aging population in Singapore and around the world poses additional economic challenges, potentially slowing workforce growth and placing a more significant burden on a younger and smaller workforce. Addressing these challenges requires innovative solutions and policies.

Undertaking a patient service course can be relevant and beneficial for various reasons, particularly for individuals pursuing careers in healthcare or related fields.

Certificate in Patient Service curriculum prepares participants for the Patient Service Associate role. Each module includes technical sessions and non-technical sessions (such as employability sessions, skills application sessions, community sessions and instructor support sessions). The sessions follow a sequence determined by proprietary curriculum design principles. Each module has an integrative approach to make learning relevant and immediately applicable for adult participants. For e.g.- Topics of Growth Mindset, Persistence, Communication etc. are introduced in Module 1. The application of these topics is practised through Skills Application sessions.

Apart from the role-specific concepts and skills, participants will also be exposed to the behavioural skills and mindsets which are critical to be a patient service associate in this module so that they will be able to start applying the skills and mindsets.

ABOUT CSM ACADEMY

CSM Academy was established since 2005 as a Private Education Institute to deliver Service Management programmes with a major focus on healthcare services education. It delivers multi-level courses ranging from Certification and Diplomas to Bachelor's and Master's Degrees. Other than healthcare, CSM Academy also provides educational courses across a wide range of other disciplines including biomedical research, digital media, and hospitality & tourism.

CSM Academy emphasises skills competency, applied workplace knowledge and service excellence, developing several of their own intellectual property programmes in Aged Care, Healthcare and Biomedical Science, all designed to help students make a positive impact in the lives of someone else.

CSM Academy is equipped with an elder care home to facilitate holistic curriculum for our healthcare students.

CSM believes Life Skills is essential to meet the challenges of everyday life. To cope with the increasing pace and change of modern life, we offer healthcare courses which provides the necessary skills education not just workplace but home life.

COURSE DURATION*

Full time: 2 months (7-hour lessons/day, 5 days/week)

Part time: 7 months (3.5-hour lessons/day, 3 days/week)

Please contact our staff for latest schedule.

DELIVERY MODE*

Face-to-face, in classroom mode, practicals, role-play

COURSE COMMENCEMENT*

Full time: Every 2 weeks

Part time: Every 2 months

Note:

- A minimum number of 15 students for the commencement of the class.
- Students will be informed 2 weeks before the commencement of the class.

ASSESSMENT METHODOLOGY*

Practical Assessment and/or Summative Assessments

Note:

- A variety of different ways of working (individual and team-based) will be introduced in order to demonstrate the students' skills and knowledge in the best way possible. The modules will be assessed through the use of role play and examinations.

- In case students fail the main examination of a particular module, they are allowed to sit for 'One' supplement assessment with payment of the appropriate fee*. Students are to re-take the module; shall they fail the supplementary assessment. Modules are independent of each other.

*Refer to Miscellaneous Fees

GRADUATION REQUIREMENT AND AWARDS*

To graduate, a student must complete all 3 modules and the final assessment/role play.

Local students: Must achieve an attendance of 75%

Student Pass holder: Must achieve at least 90% in any month of the course.

COURSE DEVELOPER & AWARDING BODY

CSM Academy International, Singapore

CAREER OPPORTUNITY

Earning a patient service certificate can open up various career opportunities in the healthcare and customer service sectors such as:

- Patient Care Coordinator
- Customer Service Representative (Healthcare)
- Healthcare Receptionist
- Medical Office Assistant
- Community Health Worker
- Care Coordinator in Long-Term Care Facilities
- Patient Services Representative

COURSE MODULES & SYNOPSIS

MODULE ONE – FOUNDATION

The first module covers the basic concepts of being a Patient Service Associate. Participants will be introduced to the Healthcare industry expectations, ethical considerations, Hospital Management Systems, Branches of Medicine and Medical Terms. Participants will be guided on how to work in a person-centred way and be aware of the needs of patients with dementia, mental health and learning disability.

Topics covered:

1. Introduction to Your Curriculum
2. Behavioural Skills and Mindsets
3. Mindfulness
4. Setting Realistic Industry expectations
5. Ethics and Protecting Patient Privacy
6. Hospital Management Systems
7. Standards for Professionalism
8. Work in a Person-Centred Way
9. Awareness of Mental Health, Dementia and Learning Disability
10. General Office Support
11. Branches of Medicine
12. Medical Terms

MODULE TWO – INTERMEDIATE

The second module focuses on the knowledge and skills of interacting with patients. After completing the module, participants are expected to be able to apply adaptive communication to approach patients, identify patients' needs, help upset patients, register patients, schedule appointments for patients, provide professional patient service skills in person or on the phone.

Participants will acquire knowledge regarding Medisave, billing procedures, insurance verification, hospital equipment, cashiering and payment collection in this module.

Topics covered:

13. Prioritisation and Multitasking
14. Common Hospital Equipment
15. Understanding Your Role: Communication & Collaboration
16. Adaptive Communication
17. Approaching, Greeting and Identifying Patient Needs
18. Answering Patient Questions
19. Helping an Upset Patient
20. Written Communications
21. Patient Service Skills: Phone
22. Patient Service Skills: In Person
23. Scheduling Patients
24. Registering and Verifying Patients
25. Verifying Insurance
26. Introduction to Medisave Forms
27. Billing Procedures and Financial Counselling
28. Cashiering and Collecting

MODULE THREE – ADVANCED

This module is designed to equip participants with the knowledge and skills required to support the work in clinics and hospitals. Participants are expected to be able to measure patients' vitals, document cases, handle case files, support patient consultations, transport patients between wheelchair and bed, as well as conduct disinfection and sterilisation of items in the clinic.

There are a few experiential learning days in this module arranged for participants to simulate providing patient service in a healthcare workplace. They will also have opportunities to observe the actual operations in the healthcare industry.

Topics covered:

29. Documentation and Case Files Advanced
30. Supporting Patient Consultations
31. Disinfecting and Sterilization
32. Cleaning Medical Equipment vitals,
33. Transporting Wheelchair to Bed (Vice Versa)
34. Introduction to Measuring Vitals
35. Measuring Vitals
36. PSA Experiential Learning
37. Field Observation

ENTRY REQUIREMENT

Language Requirements:
Pass in English language C6 at Secondary 2

Academic Requirements:

Age 18 years and above
Obtained at least a C6 at Secondary 2 in any 3 subjects or equivalent

Students who do not meet the entry requirements but with relevant working experience will be considered on a case-to-case basis.

FEES

Application Fee (Non-Refundable and nontransferrable)

For local students: S\$50.00 (before GST)*
(*Refer to Singaporean/PRs/Employment Pass/Dependant Pass holders)

For international students: S\$600.00 (before GST)

Course Fee:

For local students: S\$4,200.00 (before GST)

For international students: S\$6,000.00 (before GST)

Insurance Fees:

Fee Protection Scheme*** :
Subject to prevailing market rate
Medical Insurance Fee***:
Subject to prevailing market rate

***The Fee Protection Scheme (FPS) serves to protect students' paid fees .

***It is compulsory for all local and international students to purchase medical insurance which is valid throughout their course of studies with the CSM Academy International. Local students (Singaporeans, PRs & Non-student's Pass holders) may opt-out for this scheme if they can provide the proof of adequate medical insurance coverage in Singapore.

Miscellaneous Fees:

Please ask for a copy from our Programme Executives.