

CERTIFICATE IN CLINIC MANAGEMENT & LEADERSHIP (Advanced)



INTRODUCTION

This course prepares senior staff for leadership, equipped them with the skills to manage clinic operations efficiently and lead a team.

LEARNING OBJECTIVES:

Upon completion, participants will be able to:

- Supervise and train junior clinic assistants.
- Manage clinic inventory, supplies and procurement processes.
- Understand basic clinic financials, including billing, claims (e.g., Medisave, Integrated Shield Plans) and revenue cycle management.
- Optimise clinic workflows for efficiency and patient satisfaction.
- Handle basic human resource functions like staff scheduling and performance monitoring.

CORE CURRICULUM MODULES:

1. Principles of Leadership & Team Management: Motivating a team, conflict resolution and conducting effective staff training.
2. Clinic Operations & Workflow Optimisation: Using lean principles to improve patient flow, manage peak hours and reduce waiting times.
3. Inventory & Supply Chain Management: Stock control, ordering, managing relationships with suppliers and pharmaceutical reps.
4. Financial Administration for Clinics: Understanding clinic billing, handling Medisave and insurance claims and basic financial reporting.
5. Regulatory Compliance & Quality Assurance: Ensuring adherence to MOH, CPE (for training clinics), and other relevant regulations; implementing patient feedback systems.

ASSESSMENT:

- (50%) Capstone Project: Develop a clinic improvement proposal addressing a real-world operational issue
- (30%) Written examinations on management and financial principles
- (20%) Leadership simulation exercise

DURATION & FEES:

02 Days | 9am - 5.30pm

Course Fee: **S\$500***

Application Fee: **S\$50***

Corporate discount available

**(before GST)*

ENTRY REQUIREMENT:

Proficient in English, including reading, writing, and conversational skills.

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CLINIC ASSISTANT CERTIFICATE SERIES

**BEHIND EVERY
CLINIC OPERATIONS**
IS AN ESSENTIAL FOUNDATION



Cert No.: EDU-3-3219
Validity: 31-08-2026 to 30-08-2027

ERF Registration No. 200505735M
ERF Validity: 20/05/2026 - 19/05/2028

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CERTIFICATE IN CLINIC OPERATIONS & SUPPORT



INTRODUCTION

This course establishes the essential foundation for all Clinic Assistants, ensuring competence in core clinical and administrative functions.

LEARNING OBJECTIVES:

Upon completion, participants will be able to:

- Perform front-desk duties including patient registration, appointment scheduling, and handling enquiries.
- Understand and apply basic medical terminology.
- Assist with basic clinical procedures (e.g. taking vital signs, preparing treatment rooms).
- Manage patient records accurately and in compliance with PDPA and MOH guidelines.
- Demonstrate fundamental knowledge of pharmacology and safely manage a dispensary under supervision.

CORE CURRICULUM MODULES:

1. Introduction to the Singapore Healthcare System & Clinic Ethics: Roles of GPs, Specialist and Screening Centres; confidentiality and professionalism.
2. Clinic Administration & Workflow: Patient journey mapping, appointment systems, telephone etiquette and data entry.
3. Basic Medical Terminology & Documentation: Common terms, abbreviations and accurate record-keeping.
4. Fundamental Clinical Support: Infection control, sterilisation of instruments, vital signs measurement (BP, pulse, temperature) and preparation of basic diagnostic equipment. Wound management (Basic)
5. Basic Pharmacology & Dispensary Management: Introduction to common drugs (especially for chronic diseases in GP settings), drug storage, labelling and dispensing procedure under supervision.

ASSESSMENT:

- **(40%)** Theory-based written examination
- **(40%)** Practical assessment on clinical skills and dispensary management
- **(20%)** Workplace simulation (role-playing front desk scenarios)

DURATION & FEES:

03 Days | 9am - 5.30pm

Course Fee: **S\$700***

Application Fee: **S\$50***

Corporate discount available

**(before GST)*

ENTRY REQUIREMENT:

Proficient in English, including reading, writing, and conversational skills.

CERTIFICATE IN PATIENT ENGAGEMENT & HEALTH PROMOTION (Intermediate)



INTRODUCTION

This course enhances the Clinic Assistant's role from operational support to an active contributor to patient care and clinic revenue generation.

LEARNING OBJECTIVES:

Upon completion, participants will be able to:

- Apply advanced communication skills for effective patient education and engagement.
- Identify opportunities for and confidently promote relevant health screening packages.
- Recommend and sell appropriate supplements and over-the-counter products based on patient profiles.
- Provide higher-level clinical support, such as assisting with minor procedures and conducting basic health education.

CORE CURRICULUM MODULES:

1. Advanced Communication & Customer Service in Healthcare: Handling difficult patients, empathetic communication and managing patient expectations.
2. Health Screening & Preventive Care: Understanding common screening packages (e.g. executive health screening, diabetic panels & cancer markers) and effectively explaining their values to patients.
3. Sale Techniques for Healthcare Settings: Ethical sale principles, product knowledge for vitamins / supplements and overcoming objections.
4. Enhanced Clinical Knowledge: Understanding common chronic diseases (e.g. Diabetics, Hypertension) to better support patient queries and clinician needs.
5. Vaccination & IM/SC Injections: Types of common vaccination / medication, technique to perform Vaccination & IM/SC injection. (Additional Certificate for this module)
6. Phlebotomy & Basic Specimen Collection (Optional Add-on Module): Practical training in venipuncture and handling lab specimens. (Additional Certificate for this module)

ASSESSMENT:

- **(30%)** Case study analysis and presentation on promoting a health package
- **(30%)** Practical sale and communication role-play
- **(40%)** Written exam on product knowledge and clinical understanding

DURATION & FEES:

04 Days | 9am - 5.30pm

Course Fee: **S\$900***

Application Fee: **S\$50***

Corporate discount available

**(before GST)*

ENTRY REQUIREMENT:

Proficient in English, including reading, writing, and conversational skills.

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 Organisation