



الأسئلة المتكررة

كم مدة البرنامج؟

12 شهراً

متى سيتم الإعلان عن نتائج الترشيح للمقابلات الشخصية؟

يستغرق فرز طلبات المتقدمين من ثلاثة أسابيع حتى أربعة أسابيع ومن ثم يتم إرسال القبول والرفض للمتقدمين.

ما هو التصنيف الذي يحصل عليه فني رعاية مرضى من الهيئة السعودية للتخصصات الصحية؟

"فني".

لدي تصنيف صادر من الهيئة السعودية للتخصصات الصحية، هل أستطيع التسجيل في البرنامج؟

نعم، يمكنك التسجيل في البرنامج، علماً بأنه عند تخرجك من البرنامج واجتيازك لاختبار التصنيف من الهيئة السعودية للتخصصات الصحية فسيتم تغيير تصنيفك إلى "فني"، حيث أن حصولك على هذا التصنيف يلغي أي تصنيف سابق.

هل برنامج فني رعاية مرضى منتهي بالتوظيف؟

نعم، ولكن يشترط أن يجتاز المتقدم جميع اختبارات البرنامج واختبار التصنيف الذي تعقده الهيئة السعودية للتخصصات الصحية.

ما هو المستوى والدرجة التي يتم تعيين فني رعاية مرضى عليها عند التوظيف؟

المستوى الثاني/الدرجة الثالثة - الفئة فني (سلم الوظائف الصحية).

هل يمكنني تغيير مقر أو مركز التدريب بعد التقديم على البرنامج؟

تغيير مقر أو مركز التدريب غير متاح.

هل يمكنني التسجيل وأنا على رأس العمل/مسجل في التأمينات الاجتماعية؟

نعتذر منك ولكن برامج الأكاديمية الصحية تستهدف من هم ليسوا على رأس العمل فقط. وسيتم استبعاد كل

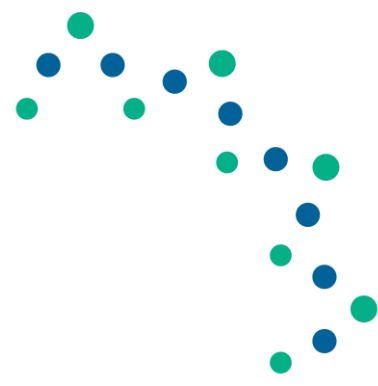
من هم على رأس العمل حتى بعد بدء البرنامج.

أين سيكون مقر عملي بعد التخرج؟

التعيين بعد التخرج وفقاً لجهة التوظيف التي سيتم توقيع العقد معها.

هل سيتم صرف مكافأة للمتدربين أثناء الدراسة؟

نعم، يوجد مكافأة شهرية قدرها 1000 ريال سعودي لبرنامج فني رعاية مرضى.



Frequently Asked Questions

How long is the patient care technician program?

12 Months

How long do the application period and the screening last?

The application screening period takes from three to four weeks, and then the acceptance and exclusion messages are sent to applicants.

What is the classification obtained by the clinical coder from the Saudi Commission for Health Specialties?

Technician

What is the level and degree to which the medical coder is assigned upon employment?

Second level/third grade - technician category in the healthcare pay scale.

I have a classification issued by the Saudi Commission for Health Specialties, can I apply to Health Academy programs?

Yes, you can apply to the programs; however, when you graduate from the program and pass the classification test from the Saudi Commission for Health Specialties, your previous classification will be replaced by the new classification as obtaining this classification cancels any previous ones if any.

Would I get a job after completing the program?

Yes; however, you are required to pass all the program exams and requirements and the classification test held by The Saudi Commission for Health Specialties.

Can I change the location of training after applying to the program?

No, transferring from one city/training center to another is not allowed.

Can I apply to Health Academy programs while I am working or registered on the General Organization for Social Insurance?

We apologize, but Health Academy programs target those who are unemployed. Even after the start of the program, all those in employment will be excluded.

Where will my job be located after graduation?

The location of the job is only determined by the employer with which the contract will be signed when starting the program.





الوصف الوظيفي لفني رعاية مرضى

التفاصيل		
المسمى الوظيفي	فني رعاية مرضى	
التصنيف المهني في الهيئة السعودية للتخصصات الصحية	فني رعاية مرضى	
التصنيف الوظيفي في لائحة الخدمة المدنية	المستوى الثاني/ الدرجة الثالثة	الفئة الوظيفية
الوصف الوظيفي		
<p>يكمن دور فني رعاية المرضى في التعامل مع المريض مباشرة تحت إشراف أخصائي التمريض، وتشمل واجباته أخذ العلامات الحيوية، وإعداد الفراش وتضميد الجروح، إضافة لمساعدة أخصائي التمريض بالقيام بالإجراءات الصحية وتقديم الدعم والتوجيه لمرضى العيادات الخارجية أو المرضى المنومين.</p>		

المسؤوليات الرئيسية
<ul style="list-style-type: none"> تدوين كافة البيانات الشخصية والحيوية للمرضى في السجلات اليدوية والمحوسبة. أخذ العلامات الحيوية بما في ذلك درجة الحرارة، وضغط الدم، والنبض، ومعدل التنفس، والطول والوزن حسب الحاجة وتسجيلها بدقة في ملف المريض. تقديم الرعاية الشخصية للمرضى لتعزيز تجربتهم ويشمل ذلك: <ul style="list-style-type: none"> ○ المساعدة في رفع المرضى إلى السرير والكراسي المتحركة، إلخ. ○ الإجابة على أسئلة المريض عند الحاجة. ○ المساعدة في توجيه المريض إلى العيادة والخدمات. توجيه ومرافقة المرضى إلى المختبرات أو أي قسم يتطلب تعبئة معلومات المرضى. إعداد الأدوات والآلات المطلوبة داخل العيادة قبل الفحوصات السريرية. ضمان اتباع التدابير الوقائية من العدوى ومكافحتها بما في ذلك اتخاذ الاحتياطات القياسية المذكورة في سياسة المنظمة أو في الخطة العلاجية للمريض. الحفاظ على نظافة وتعقيم البيئة المحيطة بالمريض أو مناطق العمل ذات الصلة. المساعدة في قبول حالات المرضى والمحولين وخروجهم حسب الضرورة. تنفيذ المهام الموكلة له من قبل مشرف الممرضين أو أخصائي التمريض. مساعدة الموظفين غير العرب في الترجمة للعربية عند الحاجة. مساعدة المرضى غير القادرين على رعاية أنفسهم.

المؤهلات والمتطلبات
<ul style="list-style-type: none"> شهادة برنامج فني رعاية المرضى المعترف بها أو ما يعادلها. رخصة مزاوله المهنة سارية المفعول من الهيئة السعودية للتخصصات الصحية. يجب أن يتمتع الممارس بصحة جيدة وأن يكون خالي من الأمراض. مهارات استخدام الحاسب الآلي وتطبيقاته طلاقة التحدث والقراءة والكتابة باللغة الإنجليزية. شهادة الإنعاش القلبي الرئوي. مهارات التواصل الفعال.

* قد يختلف الوصف الوظيفي حسب المنشأة



Health Academy



الأكاديمية الصحية



PATIENT CARE TECHNICIAN PROGRAM





Introduction

Vision

The Patient Care Technician program (PCT) is an essential contribution in support of qualified individuals for delivery of patient care in the healthcare system in Saudi Arabia in alignment to Vision 2030.

Mission

The Patient Care Technician (PCT) fulfils an essential role in caring for patients in either the ambulatory or inpatient care settings, and are fundamental to patients having a positive experience and better outcome. This patient outcome is gained through PCT foundational skills that range from responding to basic needs to a range of activities of daily living for the citizen as an activated person in the healthcare system. The PCT is a vital partner in a nursing team aimed at supporting the total delivery of patient care.

Overview of the program

This program prepares Patient Care Technicians (PCT) to be integral members of the health care system in Saudi Arabia. It will be used to meet the demand in the nursing workforce by enthusiastic well prepared and highly qualified Saudi women and men in alignment with Kingdom of Saudi Arabia Vision 2030. The program offers instruction in the clinical settings and for trainee's who will work under the supervision of the registered nurse (RN) to provide direct person care in the ambulatory and inpatient settings. The PCT's will learn the basic



skills needed to assist a RN in the care of persons across different health care settings. PCT's duties will include taking vital signs, making bed, wound dressing, providing dressing and bathing, assist the RN with performing procedures, assisting the patient with mobilization, persons' movements and report any concern to the RN. After passing a final assessment exam, the PCT will be classified by the SCFHS. This need for PCT's comes primarily from the Ministry of Health, as well as some of the private sectors for PCT's in the workforce. The program has been designed and developed by the Health Academy and shall be delivered by eligible training centers fulfilling specific criteria across the kingdom of Saudi Arabia.

The PCT program has been internationally bench-marked with the American Red Cross (2013) evidence-based work on Nurse Assistant Training that is a generic textbook used across North America, and therefore has suitability to the majority of institutions in the public and private sector. In this approach, it was adapted for relevancy and appropriateness for the local setting, and carefully mapped out to avoid overlap or ambiguity with the role of the RN. Essentially the role of the PCT is taken to be supplemental to the role of the RN as the PCT functions at all times under the direct or indirect supervision of the RN.

Duties of the Patient Care Technician (PCT)

The PCT's will provide basic skills needed to assist RNs, and/or care for patients in the ambulatory care and inpatient care settings.

1. Reports to work on time as contracted and scheduled
2. Takes vital signs including temperature, blood pressure, pulse, and respiration rate, and height and weight as applicable, and records these accurately without delay in the person's file or chart.



3. Provides personal care to enhance patient experience as follows:
 - a) Assist in turning and repositioning person to prevent pressure induced breakdown of skin
 - b) Lifts patients on and off the beds, examination beds, wheelchairs, etc.
 - c) Makes beds, change bed sheets, and assists with making patient comfortable during bed rest
 - d) Restocks examination rooms with care-related supplies as needed
 - e) Assist person with self-care activities where person cannot manage alone
 - f) Orients the person to the ward, inpatient setting, clinic and services as applicable
 - g) Collect specimens such as (urine, feces, or sputum as directed for laboratory tests)
 - h) Tests for blood sugar levels under the supervision of the RN
 - i) Assist with the transport of person for tests, procedures, or therapeutic reasons in another section of the hospital
 - j) Communicate effectively with person, family and members of health care team
 - k) Answers questions when needed within scope as PCT, or refers to RN as appropriate
 - l) Maintain person confidentiality all the times
4. Builds positive and supportive professional relationships with person and family members
5. Reports to supervisor/charge nurse any observations and/or concerns about the person's condition without delay



6. Enters observations and care provided into person's documents in an accurate and prompt manner without delay
7. Keeps all related work areas and person's environment clean, neat and tidy, and ensures safety in the environment where patient care is provided
8. Ensures that safety goals are maintained, infection prevention and control measures are followed, including taking standard precautions as specified in policy by the organization, and/ or in the treatment plan of the person
9. Monitors and records all person intake and output without delay including nutrition, meal supplements and fluids
10. Assists with admissions, transfers and discharges as required
11. Follows fire and disaster plans, and related duties in case of fire or disaster.
12. Attends all mandatory continuing development programs and training sessions.
13. Takes initiative in providing services according to scope of PCT job role.
14. Records required details of patient care in manual and computerized records within the scope of the PCT under the supervision of the RN
15. Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors.
16. Direct person to relevant areas for investigations, giving written information as required.
17. Prepare specific equipment required within the clinic prior to clinical procedures.
18. Carries out delegated duties and tasks as assigned by RN



Program Goals & Objectives:

Goal statement

The goal of the PCT role is to assist the RN in the delivery of care to persons in the ambulatory and inpatient settings by providing efficient and competent patient care, and to assist the RN and members of the team to achieve best healthcare outcomes for the persons requiring care.

Program Objectives

By the end of this program the trainee will be able to:

- Provide safe Patient Care while caring for persons in the ambulatory and inpatient care settings
- Follow the instruction of the RN, and other health care professionals (Physiotherapist, Respiratory Therapists, Social Worker, etc.) where appropriate and as advised by the RN.
- Communicate effectively with persons, family or sitters, and all health care providers
- Provide persons and family with support as appropriate
- Maintain person safety by following the hospital policies, and procedures
- Follow the Patient Care plan and RN instructions in providing Patient Care
- Document the observation and Patient Care provided by following the hospital policy.
- Reports of any concern or abnormal observation to the RN immediately



Duration:

- The required period for the completion of this program is one calendar year.
- The program consists of a 52 weeks in one calendar year, including examination weeks, annual vacation and holidays.
- A total of 48 weeks must be completed during the entire training period.
- The trainee shall be enrolled on a full-time, continuous basis for the entire duration of the program

Program competencies

On completion of the program, trainee must be capable to achieve program competencies which are illustrated at the end of each module that contains range of skills applicable to ambulatory care and inpatient setting. These skills will guide the trainee on a step-by-step process to achieve competency in performing the skills to become a Patient Care Technician (PCT). All competencies are approached using Bloom's taxonomy that embrace the domain of learning that include (i) knowledge, (ii) psychomotor skills, and (iii) attitude/ approach. The first part is the knowledge section, which embraces acquisition of knowledge and understanding by the trainee before beginning a psychomotor skill. The second part demonstrates and assesses the psychomotor skills in a step-by-step sequence to perform any particular procedure or skill. The third aspect impacts the first and second parts but is emphasized that each skill must embrace the professional attitude of caring and compassion, with professionalism that upholds the principles of care, namely safety, privacy, dignity, independence and communication.



Integrated into the program on an applied basis where it is relevant, there are areas that intentionally are not stand alone. These areas are incorporated as applied knowledge in training and practice of the PCT. These key areas include, but are not limited to the following:

- Knowledge of the human body, needs, and related activities of daily living
- Medical terminology as applicable in the various modules for conceptualization in practice aimed a greater cognitive retention
- Ethical underpinning of professional communication and interpersonal interaction in the health care team
- The vital activity of documentation regardless whether an institution uses electronic or manual documentation systems.

The PCT program has been developed mindful of the established approach that all new employees that join an institution undergo an organizational orientation program. The PCT program therefore is not a program that takes on an orientation function to institutions. It is essentially focused on providing the fundamental training for PCT learners who will continue to learn and be developed by the institution as part of the onboarding and staff development programs.



Module	Competencies
<p>Module 1: The role of the Patient Care Technician (PCT) in the ambulatory and inpatient care settings</p>	<p>1.1: Understanding PCT – patient relationship in an ambulatory and inpatient setting</p> <p>1.2: Understanding the related patient experience</p> <p>1.3: Activities of Daily Living (ADL) for the holistic approach to care of the person</p> <p>1.4: Professional Conduct in clinical setting</p> <p>1.5: Interpersonal skills</p> <p>1.6: Understanding the PCT job role</p>
<p>Module 2: Promoting Safety in the ambulatory and inpatient care settings</p>	<p>2.1: International Patient Safety Goals (IPSG)</p> <p>2.2: Ensuring safety in the patient/ clinical environment</p> <p>2.3: Controlling the Spread of Infection</p> <p>2.4: Isolation Precautions and Procedures</p> <p>2.5: Preventing Injuries</p> <p>2.6: Fire protection and prevention</p>
<p>Module 3: Fundamentals of providing care by the PCT in the ambulatory and inpatient care settings</p>	<p>Vital Signs</p> <p>3.1: Checking Blood Pressure</p> <p>3.2: Checking Radial Pulse</p> <p>3.3: Checking Respiratory Rate</p> <p>3.4: Checking Temperature</p> <p>3.5: Measuring Person's Weight and Height</p> <p>Bed/ Stretcher Preparation</p> <p>3.6: Types of bed-making</p> <p>3.7: Preparing patient stretcher</p> <p>Assisting Patients with Repositioning / Turning / Mobility</p> <p>3.8: Turning of patients and pressure care</p> <p>3.9: Moving a person on & off a bed/ stretcher</p> <p>3.10: Assisting a Person to Walk</p> <p>3.11: Turning a patient on a bed/stretcher</p> <p>Personal Hygiene and Care</p> <p>3.12: Bed-bathing and grooming of a patient</p>



	<p>3.13: Mouth Care</p> <p>3.13: Assisting Person to Change into Examination Gown/ Clothes</p> <p>Eating & Drinking</p> <p>3.14: Helping person to eat & drink</p> <p>Helping with Elimination (Inpatient care)</p> <p>3.15: Assisting a Person to Use a Portable Commode</p> <p>3.16: Helping the person to Use a Bedpan or a Urinal</p> <p>3.17: Applying a Condom Catheter</p> <p>3.18: Collecting a Routine Urine Specimen or Stool Specimen</p> <p>3.19: Collecting a Clean Catch (Midstream) Urine Specimen</p> <p>3.20: Providing Catheter Care</p> <p>3.21: Emptying a Urine Drainage Bag</p> <p>Documentation by the PCT</p> <p>3.22: Scope of documentation by the PCT</p> <p>3.23: Vital Signs</p> <p>3.24: Patient Care</p> <p>3.25: Elimination and fluid balance</p> <p>3.26: Incident reporting</p> <p>3.27: Confidentiality of the Medical Record of the Patient</p>
<p>Module 4:</p> <p>Age-specific Care - Nursing Considerations in ambulatory and inpatient care settings</p> <p>Patient Care Conditions & Situations in ambulatory and inpatient care settings</p>	<p>4.1: Nursing of Infants and Toddlers (birth – 3yrs)</p> <p>4.2: Nursing of Young Children (4-6 yrs.)</p> <p>4.3: Nursing of Older Children (7-12 yrs.)</p> <p>4.4: Nursing of Adolescents (13-17 yrs.)</p> <p>4.5: Nursing of Young Adults (18-39 yrs.)</p> <p>4.6: Nursing of Middle Age Adults (40-64 yrs.)</p> <p>4.7: Nursing of Old Age Adults (65 yrs. +)</p> <p>4.8: Caring for persons with Acute Conditions</p> <p>4.9: Caring for persons with Chronic Conditions</p> <p>4.10: Approach to pediatric care - Medical/Surgical Common Conditions in Saudi Arabia</p>



<p>Indirect Components of Care in ambulatory and inpatient care settings</p>	<p>4.11: Approach to adult care - Medical/Surgical Common Conditions in Saudi Arabia 4.12: Caring for persons with cognitive changes and dementia 4.13: Caring for persons at End-of-Life 4.14: Preparation of examination room in ambulatory care/ inpatient settings 4.15: Ordering, receiving and storage of patient care supplies 4.16: Duties for maintaining clean and dirty utility rooms 4.17: Cleanliness of medication fridges and temperature recording 4.18: Labelling of specimens collected for the laboratory analysis</p>
<p>Module 5: Transitioning from Trainee to Employee</p>	<p>5.1: Time and priorities management 5.2: Employee orientation 5.3: Meeting requirements of probationary period 5.4: Continuing education/ In-Service training 5.5: Rights of the Employee – HR</p>





PCT Student Responsibilities

After written notification of acceptance into the PCT program, the following will apply:

Before Clinical Experiences:

1. Trainees are required to purchase required uniform and required equipment.
2. Trainees must provide a recent medical report, and immunization record
3. Trainees must arrange and plan transportation needs to avoid absenteeism

During Clinical Experiences:

All health care setting participating in this program are required to be well equipped and prepared with supply and human resources to support the training of Patient Care Technicians and fulfil the program objectives.

1. Trainees are expected to wear the required uniform and adhere to all clinical settings rules and regulations.
2. Trainees must adhere to the dress code of each clinical setting.
3. Clinical experiences/ lab training is mandatory and unexcused absences may result in non-admission to tests and examinations as required will be considered as unmet
4. Trainees must notify their clinical instructor, or faculty member regarding any absences (emergency situations, absence from classes, and clinical settings)





5. Trainees must report any incident (injury, exposure to blood or body fluid, and needles injury) to their clinical instructors
6. Basic Life Support (BLS) is done during the training
7. Inappropriate behaviors and offensive remarks will not be tolerated during clinical experiences.

Under the supervision of the instructor or nursing staff, the Trainees:

1. Have the right to access the clinical settings to gain the required skills
2. The RN will orient the PCT trainee to the site, Patient Care routine, and other health care team members
3. Has the right to be aware about the person's condition, and progress
4. Allowed to take authorized breaks
5. Introduced the Patient Care Technician to the person's and all people involved in providing care for the person
6. Are allowed to provide direct care
7. trained to use the proper equipment and supplies when needed
8. Assign one preceptor for each trainee
9. Must be allowed to access the supply rooms, patient's files, and machines when needed
10. Provided with all essential Patient Care equipment
11. The RN will support the PCT trainee to be involved in every aspect of their person's care
12. Has the right to collaborate with other trainees to enhance their learning experiences
13. Provided with regular constructive feedback



14. Encouraged to ask for help and seek support when needed

Assessment and evaluation

Overall, the assessment and evaluation of trainees are carried out in accordance with the SCFHS training and examination rules and regulations. Assessment is divided into two parts:

1. Continuous evaluation process
2. Centralized examinations

The Continuous Evaluation Process

The main aim of the continuous evaluation process is to evaluate every aspect of the trainee's performance during his or her time at the training center. This process enables those involved in the training process (i.e. preceptors) to provide objective feedback. It also involves evaluating interactive training activities such as case studies and seminars.

The following components are part of the continuous evaluation process:

Feedback from the assigned preceptor, assigned clinical instructor, and assigned head nurse /nurse manager: this feedback should be obtained and documented every month and as needed.

a) Grading system for a theoretical subject (for each theoretical Module) 100 %

- Attendance and puPCTuality 10%
- Quizzes: 20%



- Final written: 50%
- Assignment: 10%
- Behavior & Attitude: 10%

b) Grading system for modules with clinical components

- Attendance and punctuality: 5%
- Quizzes: 20%
- Final written: 30%
- Assignment: 5%
- Behavior & Attitude: 5%
- Group discussion of case studies: 5%.

Practical evaluation: clinical competencies, OSCE or SOE (Structured Oral Exam) if applicable: 30%

- **Scoring policy**

- Excellent 90 – 100 %
 - Very good: 80 -89%
 - Good 70- 79 %
 - Poor: 60 – 69 %
 - Fail 59% or below
-
- Trainee who will fail to achieve 60% as a total grade for any of the module is required to sit for a remediation exam.
 - Trainee who fail to pass the remediation exam is required to repeat the module



Centralized examinations

This assessment component includes the following examinations conducted centrally by the Saudi Commission for Health Specialties:

- Final (End-of-program) Examination

1. Final Written Examination

This exam assesses the trainees' theoretical knowledge and skills in relation to all of the topics and clinical experience covered during the program. The examination format (including the number of questions, eligibility, and the scores required to pass) will be based on the SCFHS Examination Rules and Regulations, available from the SCFHS Website, www.scfhs.org.sa

2. Final Clinical Examination

An objective structured clinical examination (OSCE) will be held to assess the trainees' clinical skills. This examination will include a specific number of stations designed to achieve the training objectives. The examination format (including the number of stations, eligibility, and scores required to pass) will be based on the SCFHS Examination Rules and Regulations, available from the SCFHS website, www.scfhs.org.sa



SYLLABUS

The required period for the completion of this program is one calendar year.

Item(s)	Module Name	Total Credit Hours	Duration
1.	Program Introduction And Orientation	80 hours	2 weeks
2.	Module 1: The Role of the Patient Care Technician (PCT) in the ambulatory and inpatient care settings	160 hours	4 weeks
3.	Module 2: Promoting Safety in the ambulatory and inpatient care settings	120 hours	3 weeks
4.	Module 3: Fundamentals for providing care by the PCT in the ambulatory and inpatient care settings	200 hours	5 weeks
5.	Break		2 weeks
6.	Module 4: Age-Specific Care –Nursing Considerations in the ambulatory and inpatient care settings; Patient Care Conditions & Situations in the ambulatory and inpatient care settings; Indirect Components of Care in the ambulatory and inpatient care settings	480 hours	12 weeks
7.	Module 5: Transitioning From Trainee To Employee	80 hours	2 weeks
8.	Clinical Placement and Mastery of Skills	560 hours	14 weeks
9.	Modules Revision : Final Exam Preparation	80 hours	2 weeks
10.	Final Exam And OSCE Exam	80 hours	2 weeks
11.	Leave		2weeks
12.	HOLIDAYS		2 weeks
TOTAL		1,840 HOURS	52 WEEKS