Gain hands-on experience in providing excellent frontline services in a Healthcare setting with our TTSH Patient Service Associate (PSA) Internship.

Who are PSAs?

PSAs are an integral part of healthcare, playing a vital role in providing quality frontline services to patients and the public. They form important touch-points in our patients' care journey.

What will you experience as a PSA intern?

PSAs attend to and manage enquiries from patients and their next-of-kin, perform registration, schedule appointments, assist doctors in the consultation rooms as well as coordinate care.

Along with their core administrative duties, PSAs at TTSH also assist medical professionals in the delivery of quality care. As a PSA intern, you will get to experience the PSAs' work environment and the job satisfaction that they get from providing high-quality patient care at TTSH.









Programme Structure

Start your PSA Journey with TTSH



Orientation

- Learn technical skills/ navigate systems
- Build on interpersonnel skills



On the job training and development

- Support clinic managers in clinicspecific tasks
- Work on clinic improvement projects (where applicable)



Exposure to various PSA functions

 Management of patient's registration, appointments, medical records, appointment lines and assisting in doctor's consultation



Engagement with hospital stakeholders

- Share on internship experience
- Gain insight into thought processes behind smooth hospital operations



Final presentation and evaluation

- Engagement with HR to share key takeaways from clinic attachment
- Cross-learn from fellow interns

Who are we looking for

- A critical thinker, self-motivated, hands-on & able to work independently
- A team player with positive attitude
- A problem-solver and who is able to work under tight schedules
- A great communicator with strong interpersonal skills

Intake Timeline

This is a 20 Weeks programme. You may choose between two intakes in the year: (i) Mar/Apr or (ii) Sept/Oct

Hear from our interns!



Jerlynn Ng Si Ting PSA Intern (2020), Clinic GRM ITE College West Higher NITEC in Service Management





Nurulhuda Binte Abdul Rahman PSA Intern (2018), Clinic 4B PSA, Clinic BIA ITE College West Higher NITEC in Service Management



How to Apply?

Interested applicants can look out for the next application window and contact us on Instagram (@TTSHInterns) or approach your school career office to submit your interest!