



Patient Support Associate Guidebook

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I. Introduction

Gentle Fund is a non-profit organization. Based in Singapore, we are a group of volunteers comprised mainly of young, passionate Vietnamese wishing to help ease the suffering of disadvantaged children in Vietnam.

Patient Support Project in Singapore, or PS in short, was formed to provide free informational, social and moral support to Vietnamese patients; thus easing the treatment processes as well as helping the patients adapt to the new environment in Singapore.

Patient Support Project focuses on sick children (under 18 years old) and patients suffering from serious diseases who both are seeking treatment in Singapore. We mainly support patients in:

- Contacting with Singapore hospitals
- Providing orientation information about living and treatment in Singapore
- Helping patients communicate with doctors in Singapore
- Helping patients find short-term accommodations in Singapore
- Helping patients with administrative formality such as extending visa, booking air tickets
- Helping patients familiarize with life in Singapore, such as picking up patients upon their first arrival to Singapore; orientation on public travelling

As our assistance is limited to informational, social and moral support, Patient Support Team would NOT provide the following assistance:

- Providing financial support to patients;
- Providing medical consultants to patients, translating medical files into English

GFO affirms that all services provided to the patients are on voluntary basis and totally free of charge. Members of GFO are not allowed to receive any fees for any services under any forms or any circumstances.

GFO reimburses 15 SGD for every trip volunteers go to help the patients. This reimbursement is extracted from the fund of GFO donated by donors and patients. GFO does not collect any fee from the patients.

Contact us:

Email: giupdobenhnhhan@gentlefund.org

Hotline: +65 9652 2580

II. Expectations and responsibilities

Expectations from volunteers

- Respond as soon as possible when there is client
- Read through patient's information and prepare vocabulary before the trip once the task is confirmed
- Take full responsibility for assigned task. Please notify PS – Person in charge of any issues which require attention
- Update patient's information after the trip at most one week, through **website**
<https://sites.google.com/a/gentlefund.org/patient-support/cap-nhat-tinh-hinh-benh-nhan>

Responsibilities from organization

- Send out request as soon as possible when there is client
- Provide needed information for assigned volunteer
- Record completed task after receiving update from volunteer
- On the third Friday of every month, all completed task will be documented and reimbursement will be accorded. Any task which is carried on, reserved or completed after the designated date will be counted as next month's activity

III. The Do's and Don'ts

The Do's

DO remember that you are representing GFO with assigned task. Your action and your verbal communication have to come in alignment with GFO Patient Support Rules and Regulations

DO inform Person in charge (PIC) on your leave of absence (2 weeks in advance)

DO consult with PS-PIC when you have any doubts

DO update patient's information (contact number, treatment, next appointment) after every trip

DO respect confidentiality of client's information

DO be punctual for appointment

The Don'ts

DON'T forget to inform Person-in-charge if client directly requests for your assistance. All unassigned and uninformed task will not be considered a Patient Support Assigned Task, thus no reimbursement will be rendered.

DON'T abuse the relationship with the clients for profit, power, prestige or any other motives.

DON'T advise/recommend any medical/financial related matters (doctors, hospitals, treatment)

DON'T pay upfront for any bills (transport, top-up card, medical bill,...)

DON'T accept donation on behalf of GFO. Please call GFO – PS to inform. PIC will immediately contact the donor to arrange a meeting with donor.

DON'T send update of Patient's information via sms or an unsupported channel of GFO Patient Support.

IV. Common vocabularies

Common symptoms – Các triệu chứng

Nhức đầu: Headache
 Chóng mặt: Dizzy
 Mệt mỏi: Fatigue
 Buồn ngủ: Drowsy
 Buồn nôn: Nausea
 Đau cổ họng: Sore-throat
 Nôn: Vomit
 Ho: Cough
 Khó thở: Shortness of breath/Breathless
 Tim đập nhanh: Increased heart rate
 Đau bụng: Stomachache
 Tiêu chảy: Diarrhea
 Táo bón: Constipation
 Sốt: Fever
 Nổi mẩn: Rash
 Ngứa: Itchy
 Vàng da: Jaundice
 Bị viêm nhiễm: Infection
 Bị thương: Wounded
 Sưng tấy: Swell
 Đau nhức: Ache = Pain = Hurt
 Run rẩy: Shiver = Quiver = Shake

Doctors – Bác sĩ

General practitioner (n) Bác sĩ đa khoa
 Specialist (n) Bác sĩ chuyên khoa
 Surgeon (n) Bác sĩ phẫu thuật
 Anaesthetist (n) Bác sĩ gây mê

Medicine

Analgesic = Pain-killer: Thuốc giảm đau
 Antibiotic (n) Thuốc kháng sinh
 Antipyretic (n) Thuốc hạ sốt
 Tranquilizer (n) Thuốc an thần
 Anaesthetic (n) Thuốc mê

Body

Breast: vú
 Chest: Ngực
 Heart: Tim
 Lungs: Phổi
 Abdomen: Vùng bụng
 Stomach: Dạ dày
 Liver: Gan
 Kidneys: Thận
 Spinal Cord: Tủy sống

Treatment - “undergo, experience”

Chemotherapy (n) Hoá học trị liệu
 Physiotherapy (n) Vật lý trị liệu
 Radiotherapy (n) Xạ trị
Radiography (n) X-rays radiotherapy
 Bone Marrow Transplant (BMT) Ghép tủy
 Quarantine (n) (v) Cách ly
 Operation (n) Phẫu thuật
Pre-med, pre-medication = Drug given before an anaesthetic (thuốc tê) to calm the nerves before an operation

Hospital admission (n) - Hospitalize (v)
 Nhập viện
Book admissions = Patients to arrange with the hospital a date to come in for an operation
Pre-assessment = A hospital appointment before the operation date to check details
 Discharge (v) Xuất viện
 Prescription (n) - Prescribe (v) Kê toa

Diagnostic Tests - Kiểm tra sức khoẻ

Blood test (n) Kiểm tra máu
 Urine test (n) Kiểm tra nước tiểu
 Biopsy = Removal of cells or tissues for microscopic examination (v) Sinh thiết
 Histology = Slide of biological specimens into very thin segments for microscopic examination (n) Xét nghiệm mô

MRI = Magnetic Resonance Imaging (n)
 Siêu âm
 Ultrasound = Sonography (n) Siêu âm bằng sóng có tần số cao
Echocardiography = Ultrasound of the heart
 X-ray (n) Chụp X-quang
 CT scan (n) Chụp cắt lớp
 Endoscopy = Process of examining the inside of the body using an endoscope (n) Nội soi
Laparoscopy (n) Phép soi bụng
Bronchoscopy (n) Phép soi phế quản
 Electrocardiograph (n) Điện tâm đồ
 Bone scan = Nuclear scanning test of the bones (n)

Tissue: Mô
 Lymph nodes: Hạch
 Faeces: Phân, chất cặn
 Urine: Nước tiểu

Bone marrow: Tủy
 White blood cells (WBC): Bạch cầu
 Red blood cells (RBC): Hồng cầu
 Platelets: Tiểu cầu

Illnesses --> "suffer from"

Cold (n) Cảm lạnh
 Flu (n) Bệnh cúm

Epilepsy (n) Bệnh động kinh
 Encephalitis (n) Viêm não
 Earache (n) Bệnh đau tai
 Toothache (n) Bệnh đau răng
 Laryngitis (n) Viêm thanh quản

Aneurysm (n) Chứng phình mạch
 Heart disease (n) Bệnh tim
 Heart attack (n) Cơn đau tim

Indigestion (n) = Dyspepsia (n) Chứng khó tiêu
 Gastroenteritis (n) Viêm dạ dày ruột
 Stomachache (n) Bệnh đau dạ dày
 Cirrhosis (n) Bệnh xơ gan
 Hepatitis (n) Bệnh viêm gan

Infectious disease (n) Bệnh nhiễm trùng
 Virus disease (n) Bệnh nhiễm virus
 Cancer (n) Bệnh ung thư
 Terminal cancer (n) Ung thư giai đoạn cuối
 Haemophilia (n) Chứng máu loãng khó đông
 Leukemia (n) Ung thư máu (liên quan tới bạch cầu)
 Ulcer (n) Ung nhọt, chỗ loét
 Tumor (n) Khối u

Relapse = Recurrence (n) Sự tái phát
 Metastasis (n) Sự di căn
 Complication = Side effect (n) Biến chứng
 Necrotic = Dead cells or tissue (n) Hoại tử

Acute (a) Cấp tính
 Chronic (a) Kinh niên, mãn tính
 Benign (a) Lành tính
 Malignant (a) Ác tính

Hospital tools/instruments

Thermometer (n) Nhiệt kế
Measure temperature: Đo nhiệt độ cơ thể

Drugs/medicine (n) Thuốc
 Pill = Tablet (n) Viên thuốc
Dose of medicine: Liều thuốc
Take medicine: Uống thuốc

Needle (n) Kim tiêm - Injection (n) Tiêm
Give an injection: Tiêm thuốc
 Catheter/port/pipe (n) Ống truyền

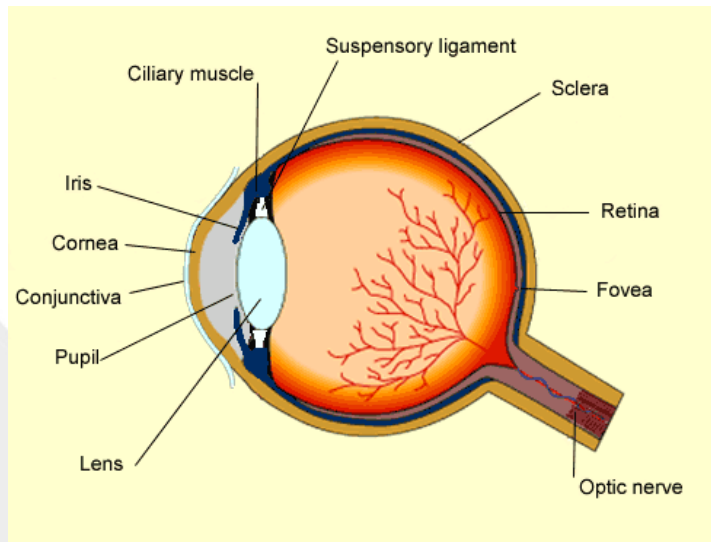
Cotton balls (n) Bông gòn dạng viên

Sterile gauze pads (n) Miếng gạc vô trùng
 Antiseptic towelettes (n) Miếng khử trùng
 Antiseptic ointment (n) Dầu khử trùng
 Sticking-plaster = Band-aid = Adhesive bandage (n) Băng dính
 Sutures = Stitches (n) Vết khâu, mũi khâu

Bandage (n) Dải vải để buộc quanh chỗ bị thương (*to bandage s.o./s.t up with s.t*)
 Medicated oil (n) Dầu gió
 Plaster (n) thạch cao
 Splint (n) Thanh nẹp để bó chỗ xương gãy
Instant cold pack - for reducing pain and swelling.

Verbs

Pass urine (v) Đi tiểu tiện
 Pass motion (v) Đi đại tiện
 Injure (v) Bị thương
 Heal (v) Lành vết thương
 Operate on sb for st (v) Mổ
 Cure sb of st: (v) Chữa cho khỏi bệnh
 Treatment/treat (v) Điều trị, chữa bệnh



Eye Structure

Eye is like a camera. The external object is seen like the camera takes the picture of any object.

- Light enters the eye through a small hole called the **pupil** (*đồng tử*) and is focused on the **retina** (*võng mạc*), which is like a camera film.
- Eye also has a focusing **lens** (*thủy tinh thể*), which focuses images from different distances on the retina. **Ciliary muscles** in ciliary body control the focusing of lens automatically.
- The colored ring of the eye, the **iris** (*mống mắt*), controls the amount of light entering the eye. It closes when light is bright and opens when light is dim.
- A tough white sheet called **sclera** (*màng cứng*) covers the outside of the eye. Front of this sheet (sclera) is transparent in order to allow the light to enter the eye, the **cornea** (*giác mạc*).
- Image formed on the retina is transmitted to brain by **optic nerve** (*dây thần kinh mắt*). The image is finally perceived by brain

Facts of specific types of cancer

1. Leukaemia:

Leukaemia literally means 'many white cells in the blood' and is either acute (coming on suddenly) or chronic (lasting a long time)

- Acute leukaemia: immature blood cells produce quickly in the bone marrow, where they eventually crowd out healthy cells, which sometimes can spread to other organs, causing damages
- Chronic leukaemia: is when the body produces too many blood cells that have developed part way but often cannot function like mature blood cells. Chronic leukaemia usually develops more slowly and is a less dramatic illness than acute leukaemia

2. Bone Tumors

Bone tumors occur most often in adolescence. The two common types are: osteogenic sarcoma and edwing's sarcoma

- Osteogenic sarcoma: develops in bone, where the malignant cells produce abnormal bone-like material. It is most commonly found around the knees and frequently found near the shoulder
- Edwing's sarcoma: develops in close or to the bone. It commonly affects the thighbone, but it can occur in many other parts of the body. When the disease spreads, it often travels to the lungs, lymph glands or other bones.

3. Brain Tumors

Brain tumours include tumours of the brain and central nervous system (CNS). The unifying feature of CNS tumors is the difficulty of treating them because they grow in such a critical site. Brain tumors can cause neurological problems directly by invading or compressing normal brain structures, or they can cause problems indirectly by causing obstruction or cerebrospinal fluid (CSF)

4. Lymphomas

- Lymphoma is a cancer of lymphocytes. These cells grow abnormally and out of control
- Lymphoma usually begins in a lymph node, but it also can begin in the stomach, intestine, skin or any other organ.

5. Neuroblastomas

This tumor of primitive nerves cell develops in the adrenal glands. It sits on the top of the kidneys, and in the nerve tissues that run besides the spine. It can occur from the neck to the pelvis. Most are found in the abdomen

6. Retinoblastoma

Retinoblastoma is a malignant tumor that arises from the retina at the back of the eye during foetal life or early childhood. Retinoblastoma can grow quickly or slowly and it may produce multiple tumors.

V. Access to hospitals

1. National University Hospital (NUH) – 5 Lower Kent Ridge Road (S) 119074

- Nearest MRT Station: Buona Vista
- Bus service: 95, 198, 197
- Shuttle bus: @Dover MRT Station
- International Patient Liaison Centre
24-Hour Helpline: (65) 6779-2777
Email: iplc@nuh.com.sg

2. Singapore General Hospital (SGH) – 1 Hospital Drive (S) 169608

- Nearest MRT Station: Outram Park
- Bus service:
 - ➔ To: Singapore National Eye Center (SNEC) & National Heart Center (NHC): 33, 63, 75, 851, 970
 - ➔ To: National Cancer Center (NCC) 124, 143, 147, 166, 196, 197, 2, 12, 54, 62, 103, 174
- SMRT: 61, 167, 190, 520, 961
- Shuttle bus: @ Outram Park MRT Station
- International Medical Services
24-Hour Helpline: (65) 6326-5656
Email: ims@sgh.com.sg

3. KK Mother's and Children's Hospital – 100 Bukit Timah Road (S) 229899

- Nearest MRT Station: Novena and Little India
- Bus service: 56, 57, 166, 851, 980 (Novena MRT, Gate B)
- Shuttle bus: @ Novena MRT (Gate B) and Bugis MRT
- International Patient Liaison Centre
24-Hour Helpline: (65) 6394-8888
Email: international@kkh.com.sg

4. Mount Elizabeth Hospital (Mount E) – 3 Mount Elizabeth (S) 228510

- Nearest MRT Station: Orchard
- Bus service: 16, 7, 14, 65, 111, 123, 175, 502, 502A, 14e
- ParkwayHealth Patient Assistance Centre
24-Hour Hotline: (65) 6735 5000
Email: ppac@parkway.sg

5. Gleneagles Hospital – 6A Napier Road (S) 258500

- Nearest MRT Station: Clementi, Orchard (Must take bus after getting at MRT)
- Bus service: 7, 105, 123, 174, 174e
- ParkwayHealth Patient Assistance Centre
24-Hour Hotline: (65) 6735-5000
Email: ppac@parkway.sg

Note: Please check the address of the clinic (or hospital) carefully before your trip and time to reach the place.

VI. FAQ

1. Will my trip be counted double/triple if I interpret for more than one patient at the same clinic/hospital?
→ No
2. Will my trip be counted double if I help a same patient regardless of the duration and regardless of locations?
→ No
3. Will my trip be counted double if I assist more than two patients at different hospitals/locations?
→ Yes
4. Do I receive any certificates after my services?
→ No. We regret that there aren't any certifications for your services. However, testimonial will be issued after your continuous support of at least one year or more and only upon request.

5. Will my trip be counted without update on the helping trip?
→ No, the trip will not be counted until we receive your update through a proper channel. Unaccounted trip will not result in a reimbursement

6. Do I need to inform the person in charge if the patient directly requests help from me?
→ Yes, the trip will not be counted if you don't inform PIC. Unaccounted trip will not result in a reimbursement

7. Is it necessary to attend the training or bonding session which is organised by PS?
→ Yes, it is compulsory and mandatory for any Patient Support Members to attend the training / bonding session. This is to maintain a same level of standard and the least necessity for any members to perform at their requirement of standard.