



Patient Companion Training Program

Course Objective

At the end of the programme, participants will be able to:

- Understand the responsibilities and professional ethics of a medical companion
- Acquire fundamental patient support skills (healthcare procedures, medical record management, communication techniques)
- Develop empathy, non-violent communication, and crisis management abilities
- Gain knowledge of legal risks and client management in medical companionship services
- Learn the pathways to entrepreneurship and professional development in the patient support industry

Course Introduction

This course is designed to train professional Medical Companions, enabling them to provide patients with safe, comfortable, and efficient support throughout their healthcare journey. Through a combination of theory and practice, participants will gain systematic knowledge of patient accompaniment procedures, essential medical basics, communication and psychological support skills, as well as legal and professional ethical standards.

The ultimate aim of the course is to equip learners with the ability to work independently as medical companions, and potentially to build their own teams or platforms, thereby expanding their career opportunities

One Day

09:30 am – 05:30 pm



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

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Training Programme Outline

Module 1: Introduction to Patient Companion Services

- Definition and role of a Patient Companion
- Scope of work and service limitations
- Industry trends and development of patient companion services

Module 2: Medical Basics for Companions

- Basic knowledge of common illnesses and hospital departments
- Introduction to common medications and prescriptions
- Overview of medical tests and basic interpretation of reports

Module 3: Patient Journey & Hospital Procedures

- Understanding hospital procedures (registration, payment, tests, medication collection)
- Responsibilities of a Patient Companion at each stage
- Processes for emergency care and inpatient support

Module 4: Communication & Emotional Support

- Effective communication skills with healthcare professionals
- Communicating with patients' families
- Non-Violent Communication (NVC) techniques
- Building empathy and providing psychological support

Module 5: Professionalism & Ethics

- Professional ethics and service standards
- Patient confidentiality and data protection (PDPA compliance)
- Maintaining boundaries and avoiding over-involvement

Module 6: Legal & Risk Management

- Service contracts and liability waivers
- Legal risk prevention and case studies
- Insurance and risk transfer mechanisms

Module 7: Emergency Handling

- Managing common emergencies (fainting, allergic reactions, acute pain episodes)
- Basic first aid and CPR skills
- Crisis response and coordination with hospital teams

Module 8: Customer Service & Business Skills

- Customer Relationship Management (CRM)
- Handling complaints and resolving conflicts
- Service pricing strategies and package design
- Career development and entrepreneurial pathways in patient companion services

WHO SHOULD ATTEND

Individuals interested in entering the medical companionship and patient support industry

METHODOLOGY

Lecture, discussion, case studies

CERTIFICATE

Participant who completed the training programme will receive a certificate of attendance.



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The Trainer



Master Jin

Master Jin is a highly experienced trainer and practitioner in Traditional Chinese Medicine (TCM) and Postnatal Care, with more than a decade of expertise in training, consultation, and industry development.

She holds a Degree in Traditional Chinese Medicine from HeiLongJiang University, specialising in Internal Medicine and Obstetrics & Gynaecology, and is also a Certified Postpartum Care Instructor under the Department of Skills Development (JPK), Malaysia. Her professional background combines TCM, nutrition, biological sciences, and iridology, giving her a holistic perspective in women's health and postnatal care.

Over the years, Master Jin has:

- Trained over 300 confinement nannies and consulted numerous confinement centres on operational setup.
- Developed and curated Malaysia's Professional Confinement Course, in collaboration with the Kuala Lumpur TCM Institute.
- Served as Head of the Postpartum Care Division under the Malaysia Professional Skill Development Association.
- Appointed as Lincoln University Postnatal Care Industry Trainer in 2020.
- Currently holds the position of President of the Malaysian Postnatal Care Association (MADAM).

Her expertise and leadership have been widely recognised. She was a Top 100 Biz Race Finalist (2018), and has been featured in multiple media platforms, including Astro TV programmes, TV2, The Edge, and Global Fortune Magazine.

With fluency in English and Mandarin, Master Jin continues to contribute to the advancement of professional postnatal care education in Malaysia and internationally.



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