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NTMH/ADM/Therapy Aide/18	Therapy Aide	01	03

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REVISION SUMMARY			
Version No.	**Effective Date**	**Reason for Change**	**Details of the change**
01	01/07/2026		

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1. Scope

This SOP describes the function for Therapy Aide.

2. Objective

2.1 To provide support services in the daily functions of the respective therapy.

3. Responsibilities of Therapy Aide

3.1. Preparations:

3.1.1. Setup and prepare the equipment and materials for the treatment/procedure.
3.1.2. Clean and disinfect therapy equipment and areas according to infection-control protocols.
3.1.3. Check equipment functionality and report defects to the respective supervisor.
3.1.4. Restock clean linens, towels, and pillowcases, gauze, wipes.

3.2. Manage Schedule and Appointment:

3.2.1. Schedule appointments and confirm patient visits.
3.2.2. Welcome patients and guide them to designated therapy/procedure areas as per the token number.
3.2.3. Maintain patient records and ensure confidentiality.

3.3.Patient Support:

3.3.1. Assist and escort the patient to the designated procedure/treatment room
3.3.2. Help and prepare patients for procedures, and carrying medical equipment.
3.3.3. Assist in position patients safely during sessions.
3.3.4. Provide emotional support and encouragement.
3.3.5. Monitor the patients comfort and safety.
3.3.6. Observe and report any signs of discomfort, fatigue, or adverse reactions.
3.3.7. Assist patient back to waiting areas or designated locations
3.3.8. Store equipment properly.

3.4. Ethics and Professionalism:

3.4.1. Maintain professional behaviour and respect client privacy at all times.
3.4.2. Share information only with authorized personnel.
3.4.3. Follow applicable privacy and confidentiality regulations.

3.5. QA and IPC Measures:

3.5.1. Wash hands before and after patient contact.
3.5.2. Use personal protective equipment (PPE) when required.
3.5.3. Disinfect equipment and surfaces after each use.
3.5.4. Follow organizational infection-control policies.
3.5.5. Follow organizational policies and professional standards.
3.5.6. Keep the ward tidy, arrange supplies, and ensure proper disposal of medical waste.
3.5.7. Clean patient rooms, change bed sheets, disinfect surfaces, maintain hygiene standards, prepare equipment and materials.

3.6.Transport Duties:

3.6.1. Assist in unloading, loading and transporting the medical equipment and related materials.

3.7. Emergency Help:

3.7.1. Respond quickly during emergencies, such as shifting patients or arranging other necessary equipment.
3.7.2. Turn on/off lights, audio systems, and therapeutic equipment

3.8. Communication:

3.8.1. Liaise between patients and medical staff, conveying patient needs.
3.8.2. Offer reassurance and care, especially for children and elderly patients.