



**TRAINING ROADMAP FOR**

# **EMERGENCY MEDICAL TECHNICIAN**



**MINISTRY OF HEALTH**  
SINGAPORE

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Published in July 2023

# FOREWORD

Emergency Medical Services (EMS) in Singapore has come a long way over the decades and we will need to continue to evolve. Over the last decade we have seen the silver tsunami take root, as well as a pandemic, both of which overwhelmed emergency medical services across the country and continue to test our resilience as a system and society. While innovative solutions take shape, alternative care pathways evolve and expanded capacity materialises, we must continue to give our best to our patients and play our part in their journey back to health. For this we have to have the mindset of continuous improvement, embrace innovation and always seek to see how we can be of greatest benefit to our patients and to society. As Winston Churchill said, "To improve is to change; to be perfect is to change often."

With a constantly changing healthcare landscape, it is necessary for our training providers to equip their students with the current skills needed to practice on a background of up-to-date knowledge and professionalism. It is timely then that the Prehospital Emergency Care (PEC) community has come together to map out the training needs of Emergency Medical Technicians (EMTs) together with SSG, with the aim of ensuring good training standards by training providers that will deliver to our healthcare landscape PEC providers who meet the standards and scope of practice of EMTs locally, in accordance with the Healthcare Service Act 2020. This roadmap will guide training providers in developing efficient and

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# FOREWORD

## continued

relevant courses that will meet patients' care needs, as well as introduce the profession to aspiring candidates.

A multi-ministry and multi-agency workgroup has brought together the best minds and years of experience, working and teaching in the Prehospital Emergency Care (PEC) landscape in Singapore. Their vision is to see the provision of optimal care for all patients, benchmarking against international training standards and becoming a benchmark for others. On behalf of the National PEC Training Committee (NPTC) and the Unit for Prehospital Emergency Care (UPEC), I would like to express my deepest appreciation to and congratulate the expert workgroup that has worked tirelessly for over a year, to deliver this guide and roadmap to the EMT Training community. I have full confidence that their work will see EMS providers with improved skills and knowledge and who embody professionalism, providing world-class care to our patients. It is also my personal hope that this endeavour will be a step towards professionalisation of the industry and that we always be a beacon of hope and strength to ourselves and to others around us.

### **DR NAUSHEEN EDWIN DOCTOR**

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Senior Consultant, Emergency Medicine, Sengkang General Hospital  
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# **EMERGENCY MEDICAL TECHNICIAN TRAINING ROADMAP**





# JOB ROLE DESCRIPTION AND PRE-REQUISITES

## Job Role Description

An Emergency Medical Technician is responsible for providing quality prehospital care. The EMT should work in accordance to established policies, procedures and protocols established by their organisation. He/She should also participate in continuous learning and work process improvement activities.

He/She operates in a broad setting within the prehospital field, as an independent crew leader in a Medical Transport Service, or as a crew member under supervision/direction in an Emergency Ambulance Service.

He/She should be a team player, who is able to communicate well with crew members, patients and other healthcare providers. He/She is a critical thinker who is able to make appropriate decisions in a wide variety of situations. He/She should be motivated to maintain currency of his/her skills and knowledge.

## Job Role Pre-requisites

Qualifications	NIL
Type of work experience	NIL
Other pre-requisites	<ul style="list-style-type: none"><li>• Valid Standard First Aid by SRFAC</li><li>• Valid Basic Cardiac Life Support / CPR +AED by SRFAC</li></ul>



## CRITICAL WORK FUNCTIONS AND KEY TASKS

Critical Work Functions	Key Tasks
<b>1</b> Provide prehospital patient care	<ol style="list-style-type: none"><li>1. Perform patient assessment</li><li>2. Carry out emergency intervention</li><li>3. Perform injury management</li><li>4. Carry out individualised patient care</li><li>5. Transport and handover to receiving facility</li></ol>
<b>2</b> Adhere to infection control and prevention practices in patient care activities	<ol style="list-style-type: none"><li>1. Perform standard precaution measures</li><li>2. Perform infection control activities for workstation</li></ol>
<b>3</b> Participate in quality and patient safety activities	Provide feedback on risk assessment and quality management activities
<b>4</b> Participate in ambulance operations readiness	<ol style="list-style-type: none"><li>1. Assist in Mass Casualty Incident activities</li><li>2. Perform reinstatement of workstations</li><li>3. Maintain adequate documentation of care episodes</li></ol>



# SKILLS AND COMPETENCIES

## Technical Skills & Competencies (“TSCs”)

Initial Assessment	Level 2
Airway Assessment and Management	Level 2
Breathing Assessment and Management	Level 2
Circulation Assessment and Management	Level 2
Disability Assessment and Management	Level 2
Exposure Assessment and Management	Level 2
Trauma Assessment and Management	Level 2
Medication Administration for Prehospital Cases	Level 2
Management of Symptoms and Conditions	Level 3
Transport and Handover of Patient	Level 2
Effective Communication in Nursing	Level 2
Infection Prevention and Control in Nursing Practice	Level 2
Quality Improvement and Safe Practices	Level 2
Special Situations in Prehospital Setting	Level 2
Ambulance Readiness and Maintenance	Level 2

## Critical Core Skills (“CCSs”)

Decision Making	Basic
Adaptability	Basic
Self Management	Basic
Communication	Basic
Collaboration	Basic

Refer to SSG’s [website](#) for the CCS Reference Document.





# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Initial Assessment

<b>TSC Description</b>	Perform initial assessment of a patient in the prehospital setting
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assess patient using a structured assessment model
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Principles of scene evaluation</li><li>• Components of the primary survey and secondary survey</li><li>• AVPU scale and its underlying components</li><li>• History-taking and initial management for common presenting complaints</li><li>• Vital signs and the equipment for measurement</li><li>• Levels of patient acuity</li><li>• Common chronic diseases in the general population</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Evaluate a scene to identify signs of danger</li><li>• Call for appropriate reinforcements when management falls beyond their scope of practice</li><li>• Perform the primary survey</li><li>• Perform the secondary survey</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Airway Assessment and Management

<b>TSC Description</b>	Perform assessment and management of the airway
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assess airway and maintain a patent airway
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Anatomical differences between the adult and paediatric airway</li><li>• Common causes of airway obstruction</li><li>• Signs and symptoms of airway obstruction</li><li>• Different manoeuvres used to optimise airway</li><li>• Different manoeuvres used to relieve foreign body airway obstruction</li><li>• Uses of different supraglottic and airway devices available</li><li>• Indications for suctioning of the airway</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Assess airway patency</li><li>• Perform manoeuvres to optimize airway</li><li>• Perform manoeuvres to relieve foreign body airway obstruction</li><li>• Insert oropharyngeal airway device</li><li>• Perform suctioning of the airway</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Breathing Assessment and Management

<b>TSC Description</b>	Perform assessment and management of patient's respiratory system
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assess and manage respiratory emergencies
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Anatomy and physiology of the respiratory system</li><li>• Definitions of common respiratory emergencies</li><li>• Signs of respiratory distress</li><li>• Normal range for pulse oximeter reading</li><li>• Devices used for delivery of supplementary oxygen</li><li>• Principles of administration of oxygen therapy</li><li>• Devices used for manual ventilation of patients</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Assess adequacy of patient's breathing</li><li>• Assess the severity of respiratory distress</li><li>• Interpret pulse oximeter reading</li><li>• Provide oxygen therapy appropriately for patient's condition</li><li>• Perform bag-valve-mask ventilation and bag-valve-tube ventilation</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Circulation Assessment and Management

<b>TSC Description</b>	Perform assessment and management of patient's circulatory system
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assess and manage circulatory emergencies
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Anatomy and physiology of the cardiovascular system</li><li>• Causes and signs and symptoms of hypotension and shock</li><li>• Definitions and clinical presentation of life-threatening cardiac emergencies</li><li>• Normal and abnormal capillary refill time and pulse</li><li>• Normal range for blood pressure and heart rate</li><li>• Common sites of haemorrhage</li><li>• Sinus rhythm and cardiac arrest rhythms</li><li>• CPR techniques for adult, child, infant and neonate</li><li>• Defibrillation techniques for adult and child</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Assess capillary refill time and pulse</li><li>• Interpret blood pressure and heart rate</li><li>• Arrest active haemorrhage</li><li>• Perform lead II ECG monitoring</li><li>• Perform 12 lead ECG</li><li>• Recognise sinus rhythm and cardiac arrest ECG rhythms</li><li>• Perform CPR for adult, child, infant and neonate</li><li>• Perform defibrillation using automated external defibrillator on adult and child</li></ul>





# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

## TSC Category: Prehospital Patient Management

## TSC: Disability Assessment and Management

<b>TSC Description</b>	Perform assessment and management of common neurological emergencies
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assess and provide basic management of common neurological emergencies
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Anatomy and basic physiology of the neurological system</li><li>• Definitions and signs and symptoms of hypoglycemia and hyperglycemia</li><li>• Components of the Glasgow Coma Score (GCS)</li><li>• Common causes of an abnormal GCS</li><li>• Normal range for pupil sizes</li><li>• Common causes of abnormal pupil sizes</li><li>• Signs and symptoms of stroke</li><li>• Signs of a generalized tonic clonic seizure</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Assess and interpret Glasgow Coma Score</li><li>• Assess and interpret pupil size</li><li>• Perform blood glucose monitoring</li><li>• Perform Cincinnati Prehospital Stroke Scale screening</li><li>• Prevent injury during generalised tonic clonic seizure</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Exposure Assessment and Management

<b>TSC Description</b>	Perform assessment and management of patient's environmental exposure
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assess and manage heat injury
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Normal range for body temperature</li><li>• Definition and causes of heat injury</li><li>• Signs and symptoms of heat injury</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Interpret body temperature reading</li><li>• Manage heat injury</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Trauma Assessment and Management

<b>TSC Description</b>	Perform assessment and management of traumatic injuries
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assess for and manage traumatic injuries
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Basic anatomy of the musculoskeletal system</li><li>• Differences between blunt and penetrating trauma</li><li>• Haemorrhagic and neurogenic shock</li><li>• Indications and principles of spinal motion restriction</li><li>• Types of haemorrhage and techniques used to arrest haemorrhage</li><li>• Complications that can occur with tourniquet application</li><li>• Types of burn injuries</li><li>• Upper and lower limb fractures and joint dislocations</li><li>• Principles of safe extrication</li><li>• Equipment used for transfer of patients in trauma</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Perform cervical spinal motion restriction manoeuvres</li><li>• Perform helmet stabilisation/ removal</li><li>• Arrest active haemorrhage</li><li>• Assess the depth of burns and calculate the body surface area of burns</li><li>• Manage different types of burn injuries</li><li>• Recognise and manage impaled object, and immobilise object appropriately during transfer of patient</li><li>• Recognise and manage organ evisceration</li><li>• Recognise and manage limb amputation, limb fracture and joint dislocation</li><li>• Extricate entrapped casualties using extrication device</li><li>• Transfer patients with traumatic injuries using relevant equipment</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Medication Administration for Prehospital Cases

<b>TSC Description</b>	Prepare and administer medication for prehospital cases
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Safe preparation and administration of medications
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Principles of patient safety when administering medications</li><li>• Basic pharmacology of medications used</li><li>• Storage and safe-keeping issues for medications</li><li>• Devices used for administration of nebulised and inhaled medication</li><li>• Equipment used for intravenous access and drips</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Prepare oral, sublingual, inhaled / nebulised medications</li><li>• Prepare intravenous medications and crystalloids</li><li>• Administer oral, sublingual, inhaled / nebulised medications, under instructions by authorised medical personnel</li><li>• Monitor intravenous peripheral lines and infusions</li><li>• Assist patients with the self-administration of existing prescribed medication using asthma/COPD MDI relievers or epi-pen auto-injector in life-threatening situations</li></ul>





# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

## TSC Category: Prehospital Patient Management

## TSC: Management of Symptoms and Conditions

<b>TSC Description</b>	Assess and manage patient's symptoms	
<b>TSC Proficiency Level</b>	Level 3	
<b>TSC Proficiency Description</b>	Assess and manage undifferentiated symptoms and listed conditions	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Approach to identification and assessment of undifferentiated symptoms:               <ul style="list-style-type: none"> <li>» Chest pain</li> <li>» Shortness of breath</li> <li>» Severe abdominal pain</li> <li>» Altered mental status</li> <li>» Syncope</li> <li>» Seizure</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Basic understanding of the pathophysiology and clinical presentation of the conditions:               <ul style="list-style-type: none"> <li>» Cardiac arrest</li> <li>» COPD / asthma</li> <li>» Stroke</li> <li>» Hypoglycemia</li> <li>» Anaphylaxis</li> <li>» Trauma</li> <li>» Burns</li> </ul> </li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Start initial management of patients with these undifferentiated symptoms:               <ul style="list-style-type: none"> <li>» Chest pain</li> <li>» Shortness of breath</li> <li>» Severe abdominal pain</li> <li>» Altered mental status</li> <li>» Syncope</li> <li>» Seizure</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Identify the clinical presentation and perform the appropriate management of the conditions:               <ul style="list-style-type: none"> <li>» Cardiac arrest</li> <li>» COPD / asthma</li> <li>» Stroke</li> <li>» Hypoglycemia</li> <li>» Anaphylaxis</li> <li>» Trauma</li> <li>» Burns</li> </ul> </li> </ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Prehospital Patient Management

**TSC:** Transport and Handover of Patient

<b>TSC Description</b>	Assess and manage patient's symptoms
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Safe transfer and handover of patients see
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Principles of safe lifting, transferring and positioning of patients</li><li>• Ambulance equipment and supporting devices used during patient transfer</li><li>• Common in-situ medical devices</li><li>• Principles of proper and appropriate documentation</li><li>• Principles of proper handover of patients during transition of care</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Perform safe lifting, transferring and positioning of patients</li><li>• Transfer patients with in-situ medical devices</li><li>• Perform documentation of events accurately</li><li>• Conduct a proper handover of patients during transition of care to and from another medical team</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

## TSC Category: Patient Care

## TSC: Effective Communication in Nursing

<b>TSC Description</b>	Demonstrate efficient communication to promote patients' physical and mental well-being to achieve health-related goals
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Provide information to patients, families and/or caregivers, and healthcare teams
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Principles of effective verbal and non-verbal communication</li><li>• Methods to build trust and rapport with patients, families and healthcare teams</li><li>• Cultural influences on effective communication</li><li>• Principles of active listening</li><li>• Types of barriers in communication</li><li>• Organisational guidelines and procedures on communications</li><li>• Escalation policies and procedures</li><li>• Guidelines for documentation of interventions and/or communicated information provided to patients</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Build rapport with patients, families and healthcare teams</li><li>• Communicate with patients and families to deliver care and facilitate understanding of patients' needs, taking into consideration cultural context of patients and their families</li><li>• Identify barriers to communication and escalate to relevant personnel</li><li>• Engage in effective verbal communication and active listening skills</li><li>• Check effectiveness of communication and adapt accordingly</li><li>• Document written, electronic and verbal communication clearly</li><li>• Secure patient privacy, security and confidentiality in communication provided</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Quality and Patient Safety

**TSC:** Infection Prevention and Control in Nursing Practice

<b>TSC Description</b>	Prevent the spread of infectious agents through infection control practices and regular audits to ensure preventive measures are in place
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Adhere to organisation's infection control and prevention processes
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Basic medical terminologies</li><li>• Organisation's specific infection prevention and control procedures</li><li>• Standard and Transmission Based Precaution</li><li>• Infectious Disease Isolation policy</li><li>• General waste management</li><li>• Biohazard waste management</li><li>• Guidelines on disinfection and sterilisation procedures</li><li>• Five moments of hand hygiene and surgical hand wash procedures</li><li>• Patients' values and needs</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Select and use appropriate Personal Protective Equipment (PPE)</li><li>• Practice standard and transmission-based precautions in accordance with patient's conditions</li><li>• Practice strict hand hygiene in accordance with five moments of patient's contact</li><li>• Reinforce appropriate infection control practices to patients and caregivers</li></ul>





# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Quality and Patient Safety

**TSC:** Quality Improvement and Safe Practices

<b>TSC Description</b>	Drive continuous improvement, risk management and implementation of safety design principles to achieve quality and patient safety outcomes
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assist in continuous improvement and patient safety processes within own work areas
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Quality improvement concepts</li><li>• Patient safety concepts</li><li>• Individual role in preventing errors</li><li>• Rationale and principles of appropriate reporting of adverse events</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Suggest areas for continuous improvement in prehospital setting</li><li>• Apply continuous improvement techniques</li><li>• Apply best practice standards to provide safe care</li><li>• Carry out improvement activities in accordance with action plans under supervision</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Ambulance Operations Readiness

**TSC:** Special Situations in Prehospital Setting

<b>TSC Description</b>	Support the management of special situations in prehospital setting
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Assist in special situations
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Definition of mass casualty incident</li><li>• Principles of management of a mass casualty incident</li><li>• Role of EMTs in a mass casualty incident</li><li>• Public health concerns of a hazardous materials incident</li><li>• Obvious signs and symptoms of a pregnant patient in delivery</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Recognise a mass casualty incident</li><li>• Assist medical teams in management of a mass casualty incident</li><li>• Recognise the presence of hazardous materials (no need to identify exact material involved)</li><li>• Wear appropriate personal protective equipment in a hazardous material incident</li><li>• Active appropriate resources in a hazardous material incident</li><li>• Recognise a pregnant patient in delivery</li></ul>



# TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS

● **TSC Category:** Ambulance Operations Readiness

**TSC:** Ambulance Readiness and Maintenance

<b>TSC Description</b>	Maintain and manage inventory control and equipment for ambulance and storage area
<b>TSC Proficiency Level</b>	Level 2
<b>TSC Proficiency Description</b>	Perform inventory control and equipment checks
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Rationale for ensuring operational readiness of the ambulance</li><li>• Ambulance equipment use and maintenance</li><li>• Principles of inventory management</li></ul>
<b>Abilities</b>	<ul style="list-style-type: none"><li>• Maintain cleanliness of ambulance and equipment</li><li>• Ensure consumables and medication are within validity date</li><li>• Conduct checks on equipment, materials and appliances to ensure that they are functioning appropriately</li><li>• Maintain the availability of materials and appliances</li><li>• Reinstate ambulance to operational state in between patients</li></ul>



## PROGRAM LISTING

Refer to SSG's [website](#) for the list of programs.



# ACKNOWLEDGEMENT

## Members of NPTC Sub-Panel for Emergency Medical Technician Training Roadmap

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