



MSQH TRAINING: MEDICAL ASSISTANT SERVICES

08:30 am - 04:30 pm 

29th October 2025 

Zoom Platform 

COURSE OVERVIEW

This training programme is developed to enhance the competency of healthcare personnel in understanding, interpreting, and applying the MSQH Medical Assistant Services Standards within the context of the MSQH Hospital Accreditation Programme. The course provides a comprehensive overview of the accreditation framework, including the survey methodology, rating system, and decision-making process. Participants will also be guided in conducting effective self-assessments (gap analyses) to evaluate their facility's readiness for accreditation. Emphasis is placed on practical applications to support continuous quality improvement and service excellence in medical assistant practices.

SCAN TO REGISTER



LOCAL REGISTRATION



INTERNATIONAL
REGISTRATION

NOTE: PARTICIPANTS ARE REQUIRED TO KEEP THEIR **CAMERAS ON** THROUGHOUT THE TRAINING. THOSE WHO FAIL TO DO SO MAY BE **REMOVED** FROM THE SESSION.



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MEDICAL ASSISTANT SERVICES



TRAINING PROGRAMME

08:30 AM	Participant Log-in & Registration
08:45 AM	Welcome Remarks
09:00 AM	Service Standard No.25: Medical Assistant Services – Interpretation on Criteria and Evidence of Compliance: • Organization and Management
10:30 AM	Bio Break
11:00 AM	Service Standard No.25: Medical Assistant Services – Interpretation on Criteria and Evidence of Compliance: • Human Resource Development and Management • Policies and Procedures
13:00 PM	Lunch Break
14:00 PM	Service Standard No.25: Medical Assistant Services – Interpretation on and Evidence of Compliance • Facilities and Equipment • Safety and Performance Improvement Activities • Special Requirements
15:00 PM	MSQH Rating System & Accreditation Status Decision Making Process
16:00 PM	Q&A Session
16:30 PM	End of Training



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