



HEALTH CAREER OPTIONS GUIDE

for internationally educated health professionals

Hospital Aide, Orderly, and Patient Service Associate

This group of professions may also be known as:

- hospital attendant
- long term care aide
- nurse aide
- nursing attendant
- orderly
- patient care aide
- patient service associate
- personal care attendant - medical
- psychiatric aide
- resident care aide - medical



What is a hospital aid, orderly and patient service associate?

Roles: Nurses aids, orderlies, and patient service associates assist clients by providing personal care and support services while promoting healthy and independent living. They assist nurses, hospital staff, and physicians in the basic care of patients.

What are the main duties of these workers?

Hospital aides, orderlies and patient service associates perform some or all of the following duties:

- Answer call signals; supply and empty bed pans; bathe, dress and groom patients; serve meal trays, feed or assist in feeding of patients and assist patients with menu selection; weigh, lift, turn, and position patients; shave patients prior to operations; supervise patients' exercise routines, set up and provide leisure activities for patients, accompany patients on outside recreational activities and perform other duties related to patient care and comfort.
- Transport patients by wheelchair or stretcher for treatment or surgery.
- Carry messages, reports, requisitions and specimens between departments.
- Make beds and maintain patient rooms.
- Maintain inventory of supplies.
- May perform maintenance tasks such as assisting with the set-up and maintenance of traction equipment, cleaning or sterilizing equipment, maintaining and repairing equipment, and assembling, setting-up and operating job-related equipment.

What personal characteristics or desired traits do I need for this work?

You need:

- good interpersonal skills and a desire to help others.

- patience and the ability to handle stressful situations.
- effective communication and problem-solving skills.
- to be efficient and accurate, yet sensitive to the needs of clients.
- physical stamina as shift work and lifting are often needed.
- Excellent observational skills.
- Ability to follow direction, policy and procedures.
- Cultural sensitivity.



Where do Hospital Aides, Orderlies and Patient Service Associates Work?

They work in hospitals, nursing homes, assisted-care facilities for the elderly and other health care establishments.

What are typical work conditions for this work?

- Conditions will vary by setting. The work may be repetitive and involve heavy lifting.
- A typical hospital or care home shift may involve an 8 or 12-hour workday, weekends and holidays included.

What qualifications do I need for this work?

- For occupations in this group some secondary school and on-the-job training; or a nursing aid or health care aid college or private institutional program, or a college nursing orderly program and supervised practical training are required.
- Some health care facilities may also require completion of specialized courses such as CPR (cardiopulmonary resuscitation), first aid and food handling/sterile processing.
- A driver's license may be required.

What communication skills do I need?

Aides require strong oral communication skills. They must speak clearly, concisely and may need to make accommodations for hearing disabled clients.

For a full list of the essential skills you may need, view:

http://www.jobbank.gc.ca/es_view_profile-eng.do?prof_id=3&lang=eng

What wage may I be paid for this work?

Typical hourly Canadian Wage **Low** 12.50 **Median** 19.00 **High** 24.93

http://www.jobbank.gc.ca/LMI_report_bynoc.do?noc=3413&reportOption=wage

Career Outlook

http://www.jobbank.gc.ca/LMI_report_bynoc.do?noc=3413&reportOption=outlook

Are there opportunities for advancement?

There is limited opportunity for advancement without additional training.

Learn more about this profession by viewing these sites.

- National Occupation Code 3413
The government of Canada has given a code to each occupation/profession. Use this code to learn more about this group of workers.
<http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/QuickSearch.aspx?val65=3413>
- Self Assessment Readiness Tool™ for Personal Care Providers
This tool will allow you to compare your knowledge and skills to those required to work as a person care provider.
<https://assesshealthcareers.ca/>

References

- Outline from CSMLS webpage, Accessed 3/25/2016
- Government of Canada, NOC (NOC 4412, 3413)
<http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/QuickSearch.aspx?val65=3413>
- Government of Canada, Job Bank
http://www.jobbank.gc.ca/job_search_results.do;jsessionid=969FBF46110425F5EA4FA44A58A2C6F7.imnav2?searchstring=3413&sort=M&button.submit=Search