

Training Delivery Plan

Program Name:		Diploma in Hospital Administration					
Qualification Pack Name & Ref. ID		HSS/ Q 5501, Medical Records and Health Information Technician, Course Code: 14169					
Version No.		LUVEE/HC/DIHA/01			Version Update Date		02-08-2018
Pre-requisites to Training (if any)							
Training Outcomes		By the end of this program, the participants would have achieved the following competencies:					
		1. Assist, Review and Maintain Patient Records for Completeness, Disease Registries and Clinical Database.					
		2. Able to maintain Statistical Database and Statutory Compliance, confidentiality of Records and records for medico legal cases.					
		3. Able to manage and maintain the details of medical store such as stock, track and maintain all the product of medical store.					
		4. Able to manage and plan the man power according to the need and requirement, maintain the staff attendance, engage the management for performing task.					
		5. Understanding the values of Good Medical Record to various users, medical record forms and their contents, Analysis of Medical Records.					
		6. Preparation of Medical records for different patient encounters with healthcare facility.					
		7. Management of Medical Record Department.					
		8. Understanding of the important hospital laws and its implementation, legal aspects relating to transplantation of Human Organ, Legal requirement under the medical council act and clinical establishment act.					
		9. Able to supervise, compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system					
		10. Manage the various departments of the Hospital in an effective and efficient manner.					
S.No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
1.1	Preparation, Review and Maintenance of Medical Records	Review patient records for Completeness	<ul style="list-style-type: none"> Organizing and evaluating the record of observations, medical or surgical interventions, and treatment outcomes for completeness and accuracy 	HSS / N 5501 PC1 PC2 PC3 PC4 PC5 PC6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs

					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs
1.2	Preparation, Review and Maintenance of Medical Records	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> • Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the organisation • How to Follow established protocols as defined in organisation's policy while keeping and maintaining the medical records 	HSS / N 5501 Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs
1.3	Preparation, Review and Maintenance of Medical Records	Technical Knowledge	<ul style="list-style-type: none"> • How to assemble health information • How to check the related forms for required data • Medical terminology and usages, covering the full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, 	HSS / N 5501 Technical Knowledge KB1 KB2 KB3 KB4 KB5 KB6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs

			<ul style="list-style-type: none"> and abbreviations • Physiology, major anatomical systems, and related disease processes • How to check medical records forms and formats • Correlation of laboratory test results, procedures, and treatments with diagnosis or seek the help of nurse or concerned doctor • Computerised data entry and information processing systems • Data collection methods for basic health care and research information 	KB7 KB8 KB9	<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet Other Equipments as per requirements</p>	<p>Practical (Hrs): 1 Hrs</p>
1.4	Preparation, Review and Maintenance of Medical Records	Core Skill/ Generic Skill	<ul style="list-style-type: none"> • Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Practice effective communication with colleagues and other health professionals while maintaining a professional attitude • Seek out and listen to colleagues and other health professionals • Communicate with the concerned person if the information provided or the medical records are not complete 	<p>HSS / N 5501</p> <p>Core Skill/ Generic Skill</p> <p>SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8</p>	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>	<p>Theory (Hrs): 1 Hrs</p>
					<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet Other Equipments as per requirements</p>	<p>Practical (Hrs): 1 Hrs</p>
1.5	Preparation, Review and	Professional Skill	<ul style="list-style-type: none"> • How to arrange the file management area for easy 	<p>HSS / N 5501</p> <p>Professional</p>	<p>Theoretical Sessions:-</p>	<p>Theoretical Sessions:-</p>	<p>Theory (Hrs): 1 Hrs</p>

	Maintenance of Medical Records		<p>access and efficiency</p> <ul style="list-style-type: none"> Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations 	<p>Skill</p> <p>SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9</p>	<p>Classroom Session Lecture Session Assignment Projects</p>	<p>Audio-Visual Lab Projector Charts Diagram Notes</p>	
					<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet Other Equipments as per requirements</p>	<p>Practical (Hrs): 1 Hrs</p>
2.1	Preparation, Review and Maintenance of Medical Records	Maintain the disease registries and clinical database	<ul style="list-style-type: none"> Correctly and accurately assigning standard disease codes, operation and /or procedure codes to all discharged inpatients records 	<p>HSS / N 5502</p> <p>PC1 PC2 PC3 PC4 PC5</p>	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>	<p>Theory (Hrs): 2 Hrs</p>
					<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet</p>	<p>Practical (Hrs): 2 Hrs</p>

						Other Equipments as per requirements	
2.2	Preparation, Review and Maintenance of Medical Records	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> • Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records 	HSS / N 5502 KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs
2.3	Preparation, Review and Maintenance of Medical Records	Technical Knowledge	<ul style="list-style-type: none"> • The various ICD codes used • The medical terminologies • How to accurately provide correct code to a particular disease • Discharged inpatient medical records should be coded daily and regularly against the discharge census • How to check the records that are not coded 	HSS / N 5502 KB1 KB2 KB3 KB4 KB5 KB6 KB7	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet	Practical (Hrs): 1 Hrs

						Other Equipments as per requirements	
2.4	Preparation, Review and Maintenance of Medical Records	Core Skill/ Generic Skill	<ul style="list-style-type: none"> Write medical reports clearly and concisely and in a proper format Use effective written communication protocols Ensure that laboratory results are accurately documented and retained in accordance with existing legislation Understand written sentences and paragraphs in work related documents Read the lab results and medical reports provided by nurse Practice effective communication with colleagues and other health professionals while maintaining a professional attitude Seek out and listen to colleagues and other health professionals Communicate with the concerned person if the information provided or the medical records are not complete 	HSS / N 5502 SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
2.5	Preparation, Review and Maintenance of Medical Records	Professional Skill	<ul style="list-style-type: none"> How to arrange the file management area for easy access and efficiency Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies 	HSS / N 5502 SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs

			<ul style="list-style-type: none"> How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel Develop specific goals and plans to prioritise, organise, and accomplish work 		<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet Other Equipments as per requirements</p>	<p>Practical (Hrs): 1 Hrs</p>
3.1	Preparation, Review and Maintenance of Medical Records	Maintain medical record for statutory compliance	<ul style="list-style-type: none"> Maintaining the medical record for statutory compliance 	<p>HSS / N 5503</p> <p>PC1 PC2 PC3 PC4</p>	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>	<p>Theory (Hrs): 2 Hrs</p>
					<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet Other Equipments as per requirements</p>	<p>Practical (Hrs): 2 Hrs</p>

3.2	Preparation, Review and Maintenance of Medical Records	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> Relevant legislation, standards, policies, and procedures followed by the provider The importance of maintaining confidentiality of the patient information How to dress appropriately as per the guidelines of the healthcare provider How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records 	HSS / N 5503 KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs
3.3	Preparation, Review and Maintenance of Medical Records	Technical Knowledge	<ul style="list-style-type: none"> Ensure that the medical record data collected for birth and death is accurate and all demographic and basic details are complete Provide the birth and death data to municipal corporation /Government bodies for maintaining the census and providing the registries to the concerned person relatives Provide data related to communicable disease and endemic disease. e.g. Dengue, Malaria, Hepatitis, Bird flu, Swine flu, HIV etc. with demographic details to Government bodies for maintaining the report and statistics 	HSS / N 5503 KB1 KB2 KB3	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs

3.4	Preparation, Review and Maintenance of Medical Records	Core Skill/ Generic Skill	<ul style="list-style-type: none"> • Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Practice effective communication with colleagues and other health professionals while maintaining a professional attitude • Seek out and listen to colleagues and other health professionals • Communicate with the concerned person if the information provided or the medical records are not complete 	HSS / N 5503 SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
3.5	Preparation, Review and Maintenance of Medical Records	Professional Skill	<ul style="list-style-type: none"> • How to arrange the file management area for easy access and efficiency • Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies • How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel • Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Demonstrate the ability to adapt to rapidly changing situations 	HSS / N 5503 SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

4.1	Preparation, Review and Maintenance of Medical Records	Maintain medical record for statistical database	<ul style="list-style-type: none"> • Ensure to keep the information in the medical records updated • Maintain the record of inpatient and OPD regularly • Maintain the disease record • Ensure to keep track of surgeries, transplant, etc. • Record the statistics weekly, monthly, yearly • Maintain the statistics depending on the information gathered for each case 	HSS / N 5504 PC1 PC2 PC3 PC4 PC5 PC6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs	
4.2	Preparation, Review and Maintenance of Medical Records	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> • Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records 	HSS / N 5504 KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs	
						Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs
						Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs

4.3	Preparation, Review and Maintenance of Medical Records	Technical Knowledge	<ul style="list-style-type: none"> About the medical terminologies used How to record the data appropriately 	HSS / N 5504 Technical knowledge KB1 KB2 KB3	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs	
						Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
4.4	Preparation, Review and Maintenance of Medical Records	Core Skill/ Generic Skill	<ul style="list-style-type: none"> Write medical reports clearly and concisely and in a proper format Use effective written communication protocols Ensure that laboratory results are accurately documented and retained in accordance with existing legislation Understand written sentences and paragraphs in work related documents Read the lab results and medical reports provided by nurse 	HSS / N 5504 Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs	
						Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs

4.5	Preparation, Review and Maintenance of Medical Records	Professional Skill	<ul style="list-style-type: none"> How to arrange the file management area for easy access and efficiency Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel Develop specific goals and plans to prioritise, organise, and accomplish work 	HSS / N 5504 Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
5.1	Preparation, Review and Maintenance of Medical Records	Store medical records	<ul style="list-style-type: none"> Retain and store the medical records as per the organisation protocol and review them for completion Know how to store the medical records Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists Enter the laboratory results in the report carefully Know how to maintain and store the old records Take approval prior to destroying any old medical record 	HSS / N 5505 PC1 PC2 PC3 PC4 PC5 PC6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs Practical (Hrs): 2 Hrs

5.2	Preparation, Review and Maintenance of Medical Records	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> • Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records 	HSS / N 5505 KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 2 Hrs Practical (Hrs): 2 Hrs
5.3	Preparation, Review and Maintenance of Medical Records	Technical Knowledge	<ul style="list-style-type: none"> • Use correct code • Ensure that all data is present if not then ask the concerned person • Check that all laboratory results are same as those in laboratory reports and no information is missing • Regularly update the reports • Know the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant • Arrange records properly in shelves in numeric order to facilitate easy retrieval when required 	HSS / N 5505 Technical Knowledge KB1 KB2 KB3 KB4 KB5 KB6 KB7	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

			<ul style="list-style-type: none"> Take special care to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust 			as per requirements	
5.4	Preparation, Review and Maintenance of Medical Records	Core Skill/ Generic Skill	<ul style="list-style-type: none"> Write medical reports clearly and concisely and in a proper format Use effective written communication protocols Ensure that laboratory results are accurately documented and retained in accordance with existing legislation Understand written sentences and paragraphs in work related documents Read the lab results and medical reports provided by nurse 	HSS / N 5505 Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
5.5	Preparation, Review and Maintenance of Medical Records	Professional Skill	<ul style="list-style-type: none"> How to arrange the file management area for easy access and efficiency Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel Develop specific goals and plans 	HSS / N 5505 Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion	Practical Sessions:- Record Keeping	Practical (Hrs): 1 Hrs

			to prioritise, organise, and accomplish work		Self Presentation Q&A Session	Books Data Sheet Other Equipments as per requirements	
6.1	Preparation, Review and Maintenance of Medical Records	Maintain confidentiality of medical records	<ul style="list-style-type: none"> Maintaining confidentiality of medical records Maintaining the details of all record 	HSS / N 5506 PC1 PC2 PC3 PC4	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs): 2 Hrs
					Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	
					Practical Sessions:-	Practical Sessions:-	Practical (Hrs): 2 Hrs
					Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet Other Equipments as per requirements	
6.2	Preparation, Review and Maintenance of Medical Records	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> Relevant legislation, standards, policies, and procedures followed by the provider The importance of maintaining confidentiality of the patient information How to dress appropriately as per the guidelines of the healthcare provider How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records 	HSS / N 5506 Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs): 2 Hrs
					Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	
					Practical Sessions:-	Practical Sessions:-	Practical (Hrs): 2 Hrs
					Group Discussion	Record Keeping	

					Self Presentation Q&A Session	Books Data Sheet Other Equipments as per requirements	
6.3	Preparation, Review and Maintenance of Medical Records	Technical Knowledge	<ul style="list-style-type: none"> Medical Records can be taken out of Medical Records Department only by authorised persons If the file/s are required for a purpose, other than patient appointment, the persons requesting the file/s should have written consent available Disclosure of information contained in the medical records are a breach of Confidentiality 	HSS / N 5506 Technical Knowledge KB1 KB2 KB3 KB4 KB5	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
6.4	Preparation, Review and Maintenance of Medical Records	Core Skill/ Generic Skill	<ul style="list-style-type: none"> Write medical reports clearly and concisely and in a proper format Use effective written communication protocols Ensure that laboratory results are accurately documented and retained in accordance with existing legislation Understand written sentences and paragraphs in work related documents Read the lab results and medical reports provided by nurse 	HSS / N 5506 Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion	Practical Sessions:- Record Keeping	Practical (Hrs): 1 Hrs

					Self Presentation Q&A Session	Books Data Sheet Other Equipments as per requirements	
6.5	Preparation, Review and Maintenance of Medical Records	Professional Skill	<ul style="list-style-type: none"> How to arrange the file management area for easy access and efficiency Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations 	HSS / N 5506 Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
7.1	Preparation, Review and Maintenance of Medical Records	Maintain medical records for medico legal cases	<ul style="list-style-type: none"> How to properly keep the record of medico legal case How to ensure the organisation protocols are followed while maintaining the medico legal records How to keep and maintain the 	HSS / N 5507 PC1 PC2 PC3	Theoretical Sessions:- Classroom Session Lecture Session Assignment	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

			record files for long duration		Projects	Notes	
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	
7.2	Preparation, Review and Maintenance of Medical Records	Knowledge of the Healthcare provider / Organisation and its processes	<ul style="list-style-type: none"> Relevant legislation, standards, policies, and procedures followed by the provider. The importance of maintaining confidentiality of the patient information. How to dress appropriately as per the guidelines of the healthcare provider. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records. 	HSS/ N 5507 KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs
7.3	Preparation, Review and Maintenance of Medical Records	Technical Knowledge	<ul style="list-style-type: none"> How to follow the laws related to medico legal record keeping How to record different types of cases separately How long to keep a particular medico legal record as per the 	HSS/ N 5507 KB1 KB2 KB3	Theoretical Sessions:- Classroom Session	Theoretical Sessions:- Audio-Visual Lab Projector	Theory (Hrs): 1 Hrs Practical (Hrs):

			organizational protocols and policies		Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	1 Hrs
7.4	Preparation, Review and Maintenance of Medical Records	Core Skill/ Generic Skill	<ul style="list-style-type: none"> • Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Understand written sentences and paragraphs in work related documents • Read the lab results and medical reports provided by nurse • Practice effective communication with colleagues and other health professionals while maintaining a professional attitude • Seek out and listen to colleagues and other health professionals • Communicate with the concerned person if the information provided or the medical records are not complete 	HSS/ N 5507 SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

7.5	Preparation, Review and Maintenance of Medical Records	Professional Skill	<ul style="list-style-type: none"> How to arrange the file management area for easy access and efficiency Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel Develop specific goals and plans to prioritise, organize, and accomplish work How to maintain patient confidentiality Sometimes cope with a lost file by attempting to locate it and by checking probable locations Follow medical records and diagnoses and then decide how best to code them in a patient's medical records Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations 	HSS/ N 5507 SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs
8.1	Hospital Culture,	Act within the limits of your competence and	<ul style="list-style-type: none"> Knowing one's job role 	HSS/ N 9603	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs):

	Protocols and Code of Conduct	authority	<ul style="list-style-type: none"> Knowing one's job responsibility Recognizing the job role and responsibilities of co workers 	PC1 PC2 PC3 PC4 PC5 PC6 PC7 PC8	Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
8.2	Hospital Culture, Protocols and Code of Conduct	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> The relevant legislation, standards, policies, and procedures followed in the organisation The medical procedures and functioning of required medical equipment Role and importance of assisting other healthcare providers in delivering care 	HSS/ N 9603 KA1 KA2 KA3	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
8.3	Hospital Culture,	Technical Knowledge	<ul style="list-style-type: none"> The boundaries of one's role and 	HSS/ N 9603	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs):

	Protocols and Code of Conduct		<p>responsibilities and other team members</p> <ul style="list-style-type: none"> The reasons for working within the limits of one's competence and authority The importance of personally promoting and demonstrating good practice The legislation, protocols and guidelines effecting one's work The organisational systems and requirements relevant to one's role The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances 	KB1 KB2 KB3 KB4 KB5 KB6 KB7 LB8 KB9 KB10 KB11 KB12 KB13 KB14	<p>Classroom Session Lecture Session Assignment Projects</p>	<p>Audio-Visual Lab Projector Charts Diagram Notes</p>	3 Hrs
					<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet Other Equipments as per requirements</p>	Practical (Hrs): 3 Hrs
8.4	Hospital Culture, Protocols and Code of Conduct	Core Skill/ Generic Skill	<ul style="list-style-type: none"> Document reports, task lists, and schedules Prepare status and progress reports Record daily activities Update other co-workers Discuss task lists, schedules, and work-loads with co-workers Give clear instructions to patients and co-workers Keep patient informed about progress Avoid using jargon, slang or acronyms when communicating with a patient 	HSS/ N 9603 SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8 SA9 SA10	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>	Theory (Hrs): 3 Hrs
					<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet</p>	Practical (Hrs): 3 Hrs

						Other Equipments as per requirements	
8.5	Hospital Culture, Protocols and Code of Conduct	Professional Skill	<ul style="list-style-type: none"> Communicate effectively with patients and their family, physicians, and other members of the health care team Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern Be sensitive to potential cultural differences Maintain patient confidentiality Respect the rights of the patient(s) 	HSS/ N 9603 SB1 SB2 SB3 SB4 SB5 SB6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
9.1	Hospital Culture, Protocols and Code of Conduct	Maintain a safe, healthy and secure environment	<ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for Workplace Handling any hazardous situation with safely, competently and within the limits of authority Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment 	HSS/ N 9606 PC1 PC2 PC3 PC4 PC5 PC6 PC7 PC8 PC9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet	Practical (Hrs): 3 Hrs

						Other Equipments as per requirements	
9.2	Hospital Culture, Protocols and Code of Conduct	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> The importance of health, safety, and security in the workplace The basic requirements of the health and safety and other legislations and regulations that apply to the workplace The person(s) responsible for maintaining healthy, safe, and secure workplace The relevant up-to-date information on health, safety, and security that applies to the workplace 	HSS/ N 9606 KA1 KA2 KA3 KA4 KA5 KA6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
9.3	Hospital Culture, Protocols and Code of Conduct	Technical Knowledge	<ul style="list-style-type: none"> Requirements of health, safety and security in workplace How to create safety records and maintaining them The importance of being alert to health, safety, and security hazards in the work environment The common health, safety, and security hazards that affect people working in an administrative role How to identify health, safety, and security hazards The importance of warning others about hazards and how to do so until the hazard is dealt with 	HSS/ N 9606 KB1 KB2 KB3 KB4 KB5 KB6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet	Practical (Hrs): 3 Hrs

						Other Equipments as per requirements	
9.4	Hospital Culture, Protocols and Code of Conduct	Core Skill/ Generic Skill	<ul style="list-style-type: none"> Report and record incidents Read and understand company policies and procedures Clearly report hazards and incidents with the appropriate level of urgency 	HSS/ N 9606 SA1 SA2 SA3	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs): 3 Hrs
					Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	
9.5	Hospital Culture, Protocols and Code of Conduct	Professional Skill	<ul style="list-style-type: none"> Make decisions pertaining to the area of work Plan for safety of the work environment 	HSS/ N 9606 SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9 SB10	Practical Sessions:-	Practical Sessions:-	Practical (Hrs): 3 Hrs
					Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet Other Equipments as per requirements	
9.5	Hospital Culture, Protocols and Code of Conduct	Professional Skill	<ul style="list-style-type: none"> Make decisions pertaining to the area of work Plan for safety of the work environment 	HSS/ N 9606 SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9 SB10	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs): 3 Hrs
					Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	
9.5	Hospital Culture, Protocols and Code of Conduct	Professional Skill	<ul style="list-style-type: none"> Make decisions pertaining to the area of work Plan for safety of the work environment 	HSS/ N 9606 SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9 SB10	Practical Sessions:-	Practical Sessions:-	Practical (Hrs): 3 Hrs
					Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet	

						Other Equipments as per requirements	
10.1	Hospital Culture, Protocols and Code of Conduct	Practice Code of conduct while performing duties	<ul style="list-style-type: none"> Recognizing the guidelines and protocols relevant to the field and practice Following the code of conduct as described by the healthcare provider Demonstrating best practices while on the field 	HSS/ N 9607 PC1 PC2 PC3 PC4 PC5 PC6 PC7 PC8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
10.2	Hospital Culture, Protocols and Code of Conduct	Knowledge of the Healthcare provider/ Organisation and its processes	<ul style="list-style-type: none"> Relevant legislation, standards, policies, and procedures followed in the hospital How to engage and interact with other providers in order to deliver quality and maintain continued care Personal hygiene measures and handling techniques 	HSS/ N 9607 KA1 KA2 KA3	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet	Practical (Hrs): 3 Hrs

						Other Equipments as per requirements	
10.3	Hospital Culture, Protocols and Code of Conduct	Technical Knowledge	<ul style="list-style-type: none"> The importance of working within the limits of one's competence and authority The detrimental effects of non-compliance The importance of personal hygiene The importance of intercommunication skills The legislation, protocols and guidelines related to the role The organisational systems and requirements relevant to the role The sources of information and literature to maintain a constant access to upcoming research and changes in the field 	HSS/ N 9607 KB1 KB2 KB3 KB4 KB5 KB6 KB7 KB8 KB9 KB10 KB11 KB12	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
10.4	Hospital Culture, Protocols and Code of Conduct	Core Skill/ Generic Skill	<ul style="list-style-type: none"> Document reports, task lists, and schedules with co-workers Prepare status and progress reports related to patient care Update the physician and the other co-workers Read about procedures, regulations and guidelines related to the organization and the profession Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities 	HSS/ N 9607 Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet	Practical (Hrs): 3 Hrs

						Other Equipments as per requirements	
10.5	Hospital Culture, Protocols and Code of Conduct	Professional Skill	<ul style="list-style-type: none"> • Make decisions based on applicable regulations and codes of conduct when possible conflicts arise • Act decisively by balancing protocols and work at hand • Communicate effectively with patients and their family, physicians, and other members of the health care team • Maintain patient confidentiality • Respect the rights of the patient(s) • Respond patients' queries and concerns • Maintain personal hygiene to enhance patient safety 	HSS/ N 9607 SB1 SB2 SB3 SB4 SB5 SB6 SB7	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>	Theory (Hrs): 3 Hrs
					<p>Practical Sessions:-</p> <p>Group Discussion Self Presentation Q&A Session</p>	<p>Practical Sessions:-</p> <p>Record Keeping Books Data Sheet Other Equipments as per requirements</p>	Practical (Hrs): 3 Hrs
11.1	Communicative English and Official Communication (Written and Oral)	Candidate should able to Communicate in English.	<ul style="list-style-type: none"> • English is the most commonly used language among foreign language speakers. • To understand the medical term and terminology it is must that candidate able to communicate in English • Knowing English will make Candidate bilingual and more employable in every country in the world. 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>	Theory (Hrs): 16 Hrs
					<p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Practical Sessions:-</p> <p>Not Applicable</p>	

11.2	Communicative English and Official Communication (Written and Oral)	Candidate should able to read and write so that he/she should able to understand the prescription.	<ul style="list-style-type: none"> • Writing must be concise, informative and easy to read as both an informative and instructional too • These documents ensure clarity among employees and minimize the chance for any misunderstanding. • Written communication is also important for instructing employees on certain tasks and projects. • The written instructions may inform the employee whom to contact for certain information. • Written presentations are an effective means of providing key information to other departments. • Written communication helps in laying down apparent principles, policies and rules for running of an organization. • It is a permanent means of communication. Thus, it is useful where record maintenance is required. • Written communication is more precise and explicit. 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	
12.1	Computer Fundamentals	Candidate should able to use computer for maintaining records for statistical database	<ul style="list-style-type: none"> • The usage of computer increase the proficiency in collection updating recording controlling and storing of information for future usage by any organisation. • It that the act of "RECORD KEEPING" 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram</p>	<p>Theory (Hrs): 6.5 Hrs Practical (Hrs): 6.5 Hrs</p>

			<ul style="list-style-type: none"> To able to maintain proper record keeping system, accounting and business management system 		<p>Projects</p> <p>Practical Sessions:-</p> <p>Computer Lab</p>	<p>Notes</p> <p>Practical Sessions:-</p> <p>Audio-Visual Lab Projector Desktop Computers Network Printers Application Tools Microsoft Office Package 2007</p>	
12.2	Computer Fundamentals	Candidate should able to use computer for maintaining records for medical store.	<ul style="list-style-type: none"> The usage of computer increases the proficiency in collection updating recording controlling and storing of information for future usage by any organisation. It that the act of "RECORD KEEPING" To able to maintain proper record keeping system, accounting and business management system To able to records all the medicine in the store and able to understand the proper requirement of medicine 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Computer Lab</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Audio-Visual Lab Projector Desktop Computers Network Printers</p>	

						Application Tools Microsoft Office Package 2007	
13.1	Medical Store Management	To maintain the details of medical store such as stock.	<ul style="list-style-type: none"> Maintain the details of medical store Maintaining the proper stock of medicine Maintaining the requirement of medicines in the store Able to check the flow of stock and with a proper detailing Able to use computer so that it can act as a time saver and reduce some tedious work 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theory (Hrs): 4 Hrs Practical (Hrs): 4 Hrs</p>
13.2	Medical Store Management	To able to track and maintain all the product of medical store.	<ul style="list-style-type: none"> Maintain the product in medical store Able to track and record the medicines in medical store Able to maintain medicines by shelves Able to understand the prescription and supply drug according to the prescription 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	
13.3	Medical Store	To able to deliver the medicine to the patient	<ul style="list-style-type: none"> All essential drugs needed for health care should be available at 	Additional as Required for	Theoretical Sessions:-	Theoretical Sessions:-	

	Management	according to prescription.	<p>all the times, at all the health facilities.</p> <ul style="list-style-type: none"> • Able to understand the drug and its function • Able to understand the prescription and supply the drug according to it • Maintain the stock properly so that medicine is always available for the customer • Able to deliver the medicine in time • To understand the working such as a drug, used to treat disease or injury. • Knowing the proper composition of the drug so that serves as a remedy or corrective • Essential drugs needed for health care should be available at all the times, at all the health facilities. • Any chemical compound used or administered to humans and/ or animals in the process of <ul style="list-style-type: none"> ○ diagnosis, treatment or prevention for relief of pain or sufferings or to control or improve a ○ Physiological process or pathological state. 	the Job Role	<p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>
13.4	Medical Store Management	To understand the dosage of drugs according to the age and health of patient.	<ul style="list-style-type: none"> • Understanding the type of drugs so made available should be of good quality and should be safe. • To understand the working such as a drug, used to treat disease or injury. • Systems of procurement should be such that quality drugs are 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>

			<p>procured at the most</p> <ul style="list-style-type: none"> ○ Competitive prices. • Medicinal drugs inclusive of vaccines, contraceptives, nutritional supplements etc. are <ul style="list-style-type: none"> ○ indispensable for the prevention, control, treatment and amelioration of a number of maladies that affect human beings. • Able to understand the dosage and its consumption according to the age • Able to understand the risk of improper drug as the drug is a chemical substance that affects processes of body and mind. It can also affect on Central Nervous System. 		<p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Practical Sessions:-</p> <p>Not Applicable</p>	
14.1	Staff Management	To able to manage and plan the man power according to the need and requirement.	<ul style="list-style-type: none"> • Understand the need of human resource and man power to run an organisation • Able to recruit the skill full staff so that organisation can able to run smoothly and smartly • Plan staff according to the need and requirement • Employee work ethics -- such as teamwork, respect, appearance, productivity, attitude and attendance -- are behaviors and attitudes people bring to the workplace. • Employers increasingly look at work ethics as equally important in hiring or retaining employees. 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	Theory (Hrs): 12 Hrs

14.2	Staff Management	To maintain the staff attendance.	<ul style="list-style-type: none"> Attendance, like all work ethics, affects every aspect of the workplace and the business. Attendance as a work ethic includes sticking to work schedules, being ready to start work on time, remaining on the job during the workday to complete duties and limited use of leave. Attendance can be quantified and verified, and employers keep employee attendance and leave records. When employers check references, they may ask about attendance. Poor attendance says a candidate is insensitive to co-workers, unaccountable for his responsibilities and uninterested in company success. The absent or tardy worker affects co-workers and clients. Absenteeism creates more work for others or leaves important work undone. 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>
14.3	Staff Management	To engage the management for performing task.	<ul style="list-style-type: none"> To explain what your team's role and goals are Managing the development of your team means supporting their learning and promoting their skills development. How to compile an individual employee development programme and the key principals involved in giving appraisals. To ensure that the skills of your staff are nurtured and developed appropriately and that a plan is in 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p>

			<p>place to ensure key roles are covered effectively.</p> <ul style="list-style-type: none"> • makes a high performance workplace and how do you encourage your staff to strive to do well 		Sessions:- Not Applicable	Not Applicable
14.4	Staff Management	To divide the organisation into specialized Design and Structure	<ul style="list-style-type: none"> • Organizational strategy changes, structures, roles, and functions should be realigned with the new objectives. • The result that responsibilities can be overlooked, staffing can be inappropriate, and people — and even functions — can work against each other. • Many of my clients tell me that they find it increasingly difficult to operate within outdated or dysfunctional structures. • Poor organizational design and structure results in a bewildering morass of contradictions. Confusion within roles, a lack of co-ordination among functions, failure to share ideas, and slow decision-making bring managers unnecessary complexity, stress, and conflict. 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:- Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:- Not Applicable</p>
14.5	Staff Management	To able to supervise and manage the activity of staff.	<ul style="list-style-type: none"> • Able to give them feedback on their job performance. It is more convenient for staff to reflect on their own performance after getting feedback from their senior. • With the feedback from senior and reflection (probably) from self, staff can improve on their performance and thus enhance work efficiency, which is in turn 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p>

			<p>good for the company.</p> <ul style="list-style-type: none"> Letting them know their exact position in the company and what is expected from them is a simple and direct way for staff to realize their importance to the company. Skills audits and providing development opportunities for your staff. 		<p>Practical Sessions:- Not Applicable</p>	<p>Practical Sessions:- Not Applicable</p>
14.6	Staff Management	To assign staff for the particular job role in which they are skilled.	<ul style="list-style-type: none"> To manage your staff, it is important to provide them with a clear definition Understanding of their role, function, and responsibilities in the workplace. This will provide them with a good understanding of the job and tasks they are to perform as an individual and within any teams they are a part of. It also provides information on where they fit within the organisation and who they report to, helping to avoid disputes and misunderstandings over authority. Employees may be required to take on a variety of tasks and responsibilities. Clear job descriptions and personal remits enable workers to focus on their job-specific tasks. It allows employees to priorities their workload and reduce the chance of work duplication. This allows information to be communicated from one layer of the organization to the next. This 	Additional as Required for the Job Role	<p>Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:- Not Applicable</p>	<p>Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:- Not Applicable</p>

			information will pass through the span of control in each layer.				
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15.1	Basic Concept of Health	Concept of Health and Disease	<ul style="list-style-type: none"> • Concept of health & disease and well being • Natural history of disease and role of hospitals to offer various levels of care • Prevention aspect of diseases • Dynamics of disease transmission • Changing pattern of diseases • Concept of health indicators 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	Theory (Hrs): 68 Hrs
15.2	Basic Concept of Health	Preliminary Human Anatomy, Physiology, Common pathological conditions, Pharmacology	<ul style="list-style-type: none"> • Basic concepts of human anatomy • Basic concepts of human physiology • Basic concepts of pathogenesis of common diseases • Basic concepts of interpretation of investigations reports • Commonly used Medicine in a hospital, Narcotic drugs, use and abuse of drugs. Dispensing of medicine, drugs store, drug stock / purchase of medicine, oxygen, I/V Fluid, Chemicals etc. 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	
16.1	Healthcare Services and	Demography and Vital Statistics	<ul style="list-style-type: none"> • Demography – its concept • Vital events of life & its impact on demography 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p>	<p>Theoretical Sessions:-</p>	

	Hospital Laws		<ul style="list-style-type: none"> Significance and recording of vital statistics Census & its impact on health policy 		Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	
16.2	Healthcare Services and Hospital Laws	National Health Policy, Population Policy, National Health Programme and Healthcare of the Community	<ul style="list-style-type: none"> National Health Policy & Inter-sectoral Co-ordination National Population Policy National Five year plans Background objectives, action plan, targets, operations, achievements and constraints in various National Health Programme. Healthcare delivery system in India at Primary, Secondary and Tertiary Care Indigenous system of medicine in India Community participation in healthcare delivery system Health system in developed countries. 	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	
16.3	Healthcare Services and Hospital Laws	Epidemiology	<ul style="list-style-type: none"> Principles of Epidemiology Natural History of disease Methods of Epidemiological studies Epidemiology of communicable & non-communicable diseases, 	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts	

			<ul style="list-style-type: none"> disease transmission • Host defense immunizing agents, cold chain, immunization, disease monitoring and surveillance. • Screening and surveys • Investigation of an epidemic and role of hospital in its control • Health Care Reporting and Role of NIC 		<p>Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>
16.5	Healthcare Services and Hospital Laws	Health Education	<ul style="list-style-type: none"> • Aims & Principles of Health education • Methods of Health Education • Effects of health education • Levels & practice of health education • Need of Health education to attain positive health 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p> <p>Not Applicable</p>
16.6	Healthcare Services and Hospital Laws	Hospital Laws	<ul style="list-style-type: none"> • To understand the importance of hospital laws and its implementation • To understand the legal aspect relating the transplantation of human organ • To understand the legal requirement under the medical council act and clinical establishment act • To understand the basic drug and cosmetic act • To understand the consumer protection law for hospital 	Additional as Required for the Job Role	<p>Theoretical Sessions:-</p> <p>Classroom Session Lecture Session Assignment Projects</p> <p>Practical Sessions:-</p>	<p>Theoretical Sessions:-</p> <p>Audio-Visual Lab Projector Charts Diagram Notes</p> <p>Practical Sessions:-</p>

			<p>management</p> <ul style="list-style-type: none"> • Law Governing Storage / Sale of Drugs and Safe Medication • Law Governing The Safety of Patients, Public and Staff within the Hospital Premises and Environmental Protection 		Not Applicable	Not Applicable	
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On Job Training: 150 Hours

Total Programme Duration: **450 Hours (300 Hrs Theory & 150 Hrs OJT)**

(This syllabus/ curriculum have been approved by Health Care Sector Skill Council (name of relevant Sector Skill Council or NSDC designated authority).