

APPRENTICESHIP CURRICULUM (OPTIONAL TRADE)

Healthcare

Hospital Front Desk Coordinator

Course Code: C0032200018

NAPS Non-NAPS

NSQF Level: 4

Job Role Relevant Image Place Holder

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Course Details

| 1. | Course Name | Hospital Front Desk Coordinator | | | | | | | | | | | | | | |
|-----------|---|--|---------------------------------------|--|--------|---|------------------------|----------|---|---------------------------------|-----------------|---------------------|--|--|--|--|
| 2. | Course Code | CO032200018 | | | | | | | | | | | | | | |
| 3. | Apprenticeship Training Duration: <i>(2 to 4 weeks of BT is embedded in this duration as per the requirement of the establishment)</i> | Months: 6 | | | | | | | | | | | | | | |
| | Remarks | | | | | | | | | | | | | | | |
| 4. | Credit | TBD | | | | | | | | | | | | | | |
| 5. | NSQF Level <i>(Mandatory for NAPS)</i> | 4 | NSQC Approval Date: 28/07/2022 | | | | | | | | | | | | | |
| 6. | Related NSQF aligned qualification details | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="text-align: center;">S. No.</th> <th style="text-align: center;">QP/ Qualification/ NOS Name (As applicable)</th> <th style="text-align: center;">QP/ NOS Code & Version</th> <th style="text-align: center;">NQR Code</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Hospital Front Desk Coordinator</td> <td>HSS/Q6101, V1.0</td> <td>2019/HLT/HSSC/03360</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | | S. No. | QP/ Qualification/ NOS Name (As applicable) | QP/ NOS Code & Version | NQR Code | 1 | Hospital Front Desk Coordinator | HSS/Q6101, V1.0 | 2019/HLT/HSSC/03360 | | | | |
| S. No. | QP/ Qualification/ NOS Name (As applicable) | QP/ NOS Code & Version | NQR Code | | | | | | | | | | | | | |
| 1 | Hospital Front Desk Coordinator | HSS/Q6101, V1.0 | 2019/HLT/HSSC/03360 | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| 7. | Brief Job Role Description | Individuals in this job are usually the first contact point in healthcare organizations encountered by patients and visitors, whether on the phone, online or in person. They assist in coordination at Front Desk at Healthcare Facility. | | | | | | | | | | | | | | |
| 8. | NCO-2015 Code & Occupation <i>(Access the NCO 2015 volumes from: https://labour.gov.in/organizationsofmole/directorate-general-employment-training-dget)</i> | NCO-2015/4226.0100, Hospital Administration | | | | | | | | | | | | | | |
| 9. | Minimum Eligibility Criteria <i>(Educational and/ or Technical Qualification)</i> | 12th Class Pass OR | | | | | | | | | | | | | | |

| | | |
|-----|--|---|
| | | 10th Class Pass with 2 years of relevant experience OR Previous relevant Qualification of NSQF Level 3 with 2 years of relevant experience |
| 10. | Entry Age for Apprenticeship | 18 Years & Above |
| 11. | Any Licensing Requirements (<i>wherever applicable</i>) | N/A |
| 12. | Is the Job Role amenable to Persons with Disability | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, check the applicable type of Disability <input type="checkbox"/> Locomotor Disability <input type="checkbox"/> Leprosy Cured Person <input type="checkbox"/> Cerebral Palsy <input type="checkbox"/> Dwarfism <input type="checkbox"/> Muscular Dystrophy <input type="checkbox"/> Acid Attack Victims <input type="checkbox"/> Blindness <input type="checkbox"/> Low Vision <input type="checkbox"/> Deaf <input type="checkbox"/> Hard of Hearing <input type="checkbox"/> Speech and Language Disability <input type="checkbox"/> Intellectual Disability <input type="checkbox"/> Specific Learning Disabilities <input type="checkbox"/> Autism Spectrum Disorder <input type="checkbox"/> Mental Illness <input type="checkbox"/> Multiple Sclerosis <input type="checkbox"/> Parkinson's Disease <input type="checkbox"/> Haemophilia <input type="checkbox"/> Thalassemia <input type="checkbox"/> Sickle Cell Disease <input type="checkbox"/> Multiple Disabilities Remarks: |
| 13. | Submitting Body Details | Name: Healthcare Sector Skill Council E-mail ID: hsscst@healthcare-ssc.in Contact Number: 011-41017346/40505850, Extn: 111 |
| 14. | Certifying Body | Healthcare Sector Skill Council |
| 15. | Employment Avenues/Opportunities | Employment opportunities as per industry requirement |

| | | |
|-----|--|---|
| 16. | Career Progression | Progression will be as a Duty Manager or floor manager or Assistant Duty Manager depending on the requirement of the organization and satisfactory performance as desired by the industry |
| 17. | Trainer’s Qualification & Experience: | MBA in Healthcare Management with 3 years of working experience in healthcare management |
| 18. | Curriculum Creation Date | 16 th February 2023 |
| 19. | Curriculum Valid up to Date | 28 th August 2025 |

Module Details

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|--|------------------|--------------|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| 1. | Introduction to functions of Hospital Front Desk Coordinator NOS Name: Accomplish allocated task at hospital front desk NOS Code: HSS/N6101, V1.0 | <ul style="list-style-type: none"> • Describe the functions of Hospital Front Desk Coordinator such as: - Help desk management, Call centre / appointment handling/ front office data management • Describe about preventive health program management • Describe report delivery process • Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process • Describe handling of irate customers and patient attendees • Ensuring patient satisfaction - contribution of the front office • Understand the basic components required for comfort of patient/carer’s/visitors at healthcare organization • Present a positive personal image. • Define quality improvement process • Discuss OPD Management: OPD timings, schedule, registration, billing etc. | 1 | Audio Visual | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|---|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | | <ul style="list-style-type: none"> Discuss handling different categories of patients - paid / non-paid, emergency, VIPs etc. Demonstrate the functions of Hospital Front Desk Coordinator such as: - Help desk management, Call centre / appointment handling/ front office data management | | | | |
| 2. | Consent, Reporting & Documentation NOS Name: Accomplish allocated task at hospital front desk NOS Code: HSS/N6101, V1.0 | <ul style="list-style-type: none"> Define the scope of practice for hospital front desk coordinator Define consent and discuss the methods of obtaining consent. Understand importance of maintaining various records & how to obtain them. Explain various types of records to be maintained by hospital front desk coordinator Demonstrate essential components of various records and method of documentation and their retrieval | 30 | 86 | 70% | 70% |
| 3. | Basic Structure and Function of Human body NOS Name: Ensure customer service excellence & patient satisfaction | <ul style="list-style-type: none"> Describe anatomy and functions human body system Describe special needs of vulnerable clients in the hospitals Describe visible symptoms of ill patients or patients who need immediate attention by medical team | 10 | 20 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|---|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | NOS Code: HSS/N6102, V1.0 | <ul style="list-style-type: none"> • Prepare a 3D model of human body parts using waste material depicting different anatomical parts. • Prepare a chart of body parts depicting physiological process of human body system. | | | | |
| 4. | Introduction to Medical Terminology required related to front desk functioning NOS Name: Accomplish allocated task at hospital front desk NOS Code: HSS/N6101, V1.0 | <ul style="list-style-type: none"> • Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family • Understand about hospital departments/diagnostic's available with HCO/services available and direct patient to accurate unit • Identify hospital different departments/diagnostic's available with HCO/services available and direct patient to accurate unit • Able to identify medical terms and related tariffs/discounts/promotions which can be advised to relevant patients/carer's | 30 | 87 | 70% | 70% |
| 5. | Infection Control & Prevention Nos Name: Follow infection control policies & | <ul style="list-style-type: none"> • Identify deviation from normal health • Understand management of different types of spillages and their management • Understanding of hand hygiene: infection control/exposure control/ PPE | 11 | 15 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|---|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | <p>procedures including biomedical waste disposal protocols NOS Code: HS/N9618, V1.0</p> | <ul style="list-style-type: none"> • Understand hospital/ emergency borne infections • Understand prevention and treatment of needle stick injury • Understand about incident reporting • Show how to sanitize and disinfect one's work area regularly • Demonstrate the correct way of washing hands using soap and water, and alcohol-based hand rubs. • Display the correct way of donning, doffing and discarding PPE such as face masks, hand gloves, face shields, PPE suits, etc. • Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.). • Prepare a list of relevant hotline/emergency numbers. • Select different types of waste and various types of colour coded bins/containers used for disposal of waste. • Demonstrate spill management | | | | |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|--|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| 6. | Personal Hygiene NOS Name: Maintain professional & medico-legal conduct NOS Code: HSS/N9616, V1.0 | <ul style="list-style-type: none"> • Develop understanding of the concept of Healthy Living • Develop understanding & procedures of Hand Hygiene • Develop techniques of self-grooming and maintenance • Equip with techniques of use of PPE: the need for and types • Demonstrate hand washing technique. • List various Personal Protective Equipment’s (PPE). • Vaccinate against common infectious diseases: a) Immunization to reduce the health risks for self, patients. b) Understand mandated, highly recommended, and other vaccines for healthcare personnel workers | 13 | 0 | 70% | 70% |
| 7. | Professional Behavior at work settings NOS Name: Maintain interpersonal relationship with patients, colleagues and others NOS Code: HSS/N9615, V1.0 | <ul style="list-style-type: none"> • Describe the factors to establish and maintain peaceful environment • Learn general and specific etiquettes to be observed while working • Understand need for compliance of organizational hierarchy and reporting • Understand the legal and ethical issues • Understand importance of conservation of resources • Understand your boundaries, roles and responsibilities | 6 | 0 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|--------------------------------|--|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | | <ul style="list-style-type: none"> • Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organizational systems and requirements • Use relevant research-based protocols and guidelines as evidence to inform one’s practice • Promote and demonstrate good practice as an individual and as a team member and the reason for doing this. • Identify the risks to quality and safety if you do not keep up to date with best practice • Apply the analytical skills to complete the reports with the information gathered from observation, experience, reasoning, or communication. • How to evaluate and reflect on the quality of your work and made continual improvements • Use best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done • Report the risk to higher authority and minimize risk | | | | |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|---|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | | <ul style="list-style-type: none"> Demonstrate skills of teamwork and work prioritization in different team activities. | | | | |
| 8. | Rights & Responsibilities of Patients NOS Name: Maintain professional & medico-legal conduct NOS Code: HSS/N9616, V1.0 | <ul style="list-style-type: none"> Describe various patient rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or non-conformance as per organizational policies and procedures | 6 | 0 | 70% | 70% |
| 9. | Maintain conducive Environment in Emergency situation NOS Name: Maintain a safe, healthy and secure working environment NOS Code: HSS/N9617, V1.0 | <ul style="list-style-type: none"> Describe things necessary to make the patient feel safe and comfortable Describe impact of comfort on one's health Describe importance and methodology of cleanliness, and hygiene environment Describe variation of patient's environment according to settings: road, home, ambulance, hospital, etc. List the precautions to be taken for personal safety. Discuss how to perform Basic Life Support (BLS). | 5 | 10 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|--|--|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | | <ul style="list-style-type: none"> • Explain the use of protective devices such as restraints and safety devices. • Identify precautions to be taken for self- safety. • Explain about disaster management techniques to deal with institutional emergencies | | | | |
| 10. | Hospital Information System (HIS) – Medical Software Applications NOS Name: Perform Billing Activities NOS Code: HSS/N6103, V1.0 | <ul style="list-style-type: none"> • Describe various modalities for Patient Registration in HIS • Describe various characteristics of HIS • Describe about important information and credentials to be captured by patient/attenders for HIS • Describe basic functioning of HIS • Describe escalation matrix in case of non-compliances • Assess working status of HIS as and when required • Maintain database of visitors/patients etc. • Maintain Electronic Health Records/Medical Records / Computerized patient record system • Identify different functions of HIS | 20 | 40 | 70% | 70% |
| 11. | Payment and Billing | <ul style="list-style-type: none"> • Describe different modes of Payment utilized in healthcare industry | 20 | 40 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|--|---|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | NOS Name: Perform Billing Activities NOS Code: HSS/N6103, V1.0 | <ul style="list-style-type: none"> Describe various TPA/Insurance services available in the country Describe about various National Health Insurance Scheme and beneficiaries Describe about receiving foreign currency as a part of payment process Describe about various international currencies and their values in terms of INR Handle payment received from careers and submitted to authorities as per organizational protocol and process Check authenticity of currency notes Provide bill to careers as and when required as per organizational protocol and process Describe different modes of Payment utilized in healthcare industry | | | | |
| 12. | Customer Service Excellence and Patient Satisfaction NOS Name: Ensure customer service excellence & patient satisfaction | <ul style="list-style-type: none"> Identify needs of the patients/carers to find resolution Have adequate knowledge about internal process / promotions / tariffs / schemes / benefits which can be provided to patients Build empathetic relationship with the patient's/ visitors Use appropriate language and tone and listen carefully to the queries | 40 | 30 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|--|---|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | NOS Code: HSS/N6102, V1.0 | <ul style="list-style-type: none"> Show sensitivity and adequate support for all irrespective to gender / culture / age/social difference/language etc. Maintain proper body language and dress code Seek feedback from visitors Ensuring management of foreign clients with differences in culture and language. | | | | |
| 13. | Safety & First Aid NOS Name: Maintain a safe, healthy and secure working environment NOS Code: HSS/N9617, V1.0 | <ul style="list-style-type: none"> Describe common emergency conditions and what to do in medical emergencies Describe basics of first aid To develop understanding and precautions to ensure self- safety Provide care to the patients while moving & transferring is required Demonstrate the use of protective devices (restraints, safety devices) To seek for assistance from appropriate authority in a timely manner | 5 | 5 | 70% | 70% |
| 14. | Basic Life Support NOS Name: Maintain a safe, healthy and secure working environment | <ul style="list-style-type: none"> Describe identification of cardiac arrest Understand Principles of basic life support (Adult chain of survival ,CABDs of giving CPR) Describe the correct protocol of chest compression, ventilation and assessment steps | 5 | 10 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|--|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | NOS Code: HSS/N9617, V1.0 | <ul style="list-style-type: none"> • Differentiate the single rescuer and two rescuer CPR • Describe the conditions when choking occurs • Describe the protocol of giving life support during choking • List the precautions to be taken for personal safety. • Discuss how to perform Basic Life Support (BLS). • Use of protective devices such as restraints and safety devices. • Identify precautions to be taken for self- safety. • Perform abdominal thrust • Perform CPR | | | | |
| 15. | Bio-Medical Waste Management NOS Name: Follow infection control policies & procedures including biomedical waste disposal protocols NOS Code: HSS/N9618, V1.0 | <ul style="list-style-type: none"> • To gain understanding of importance of proper and safe disposal of bio-medical waste & treatment • To gain understanding of categories of bio-medical waste • Perform disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. • Select different types of waste and various types of colour coded bins/containers used for disposal of waste. | 10 | 15 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|---|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | | <ul style="list-style-type: none"> To gain broad understanding of standards for bio-medical waste disposal To gain broad understanding of means of bio-medical waste treatment Display the correct way of donning, doffing and discarding PPE such as face masks, hand gloves, face shields, PPE suits, etc. | | | | |
| 16. | Institutional Emergencies, Fire Safety & Security NOS Name: Maintain a safe, healthy and secure working environment NOS Code: HSS/N9617, V1.0 | <ul style="list-style-type: none"> Learn actions to be initiated in case of fire or any institutional emergency Understand suspicious behavior of individuals and tracking the same Perform Mock fire emergency Perform use of fire extinguisher | 5 | 5 | 70% | 70% |
| 17. | Basic Computer Knowledge NOS Name: Perform Billing Activities NOS Code: HSS/N6103, V1.0 | <ul style="list-style-type: none"> To gain understanding about Application of computers Introduction to Computers: <ul style="list-style-type: none"> – Block diagram – Input and Output devices – Storage devices Introduction to operating systems <ul style="list-style-type: none"> – Need of Operating systems (OS) – Function of OS | 10 | 50 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|-------|---|--|------------------|-----|--------------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| | | -Windows 2000 – Utilities and basic operations - Microsoft office 2000 – MS Word, MS Excel | | | | |
| 18. | Soft Skills & Communication NOS Name: Maintain interpersonal relationship with patients, colleagues and others NOS Code: HSS/N9615, V1.0 | <ul style="list-style-type: none"> • Understand Art of Effective Communication • Able to handle Patients & Family through effective and empathetic Communication • Able to handle effective Communication with Peers/ colleagues using medical terminology in communication • Learn basic reading and writing skills • Learn sentence formation • Learn grammar and composition • Learn how to enhance vocabulary • Learn Goal setting, team building, team work, time management, thinking and reasoning & communicating with others • Learn problem solving • Understand need for customer service and service excellence in Medical service • Learn objection handling • Learn Telephone and Email etiquettes | 7 | 0 | 70% | 70% |

| S. No | Module/NOS Name, Code, Version | Outcomes | Assessment Marks | | Passing Percentage | |
|--------------------|--------------------------------|---|------------------|------------|--------------------|------------|
| | | | Th. | Pr. | Th. | Pr. |
| | | <ul style="list-style-type: none"> • Learn to analyses, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Learn identification of rapidly changing situations and adapt accordingly • Learn decision making ability • Learn planning and organization of work • Demonstrate the usage of technical terms to ensure effective communication. • Apply time management skills • Apply the use of reading and writing skills in written communication. • Perform problem solving and decision making skills in different situations. • Apply skills of team- work and work prioritization in different team activities. • Apply basic telephone and email etiquettes. • Prepare reports using the information gathered from observation, experience, reasoning, or communication. | | | | |
| Total Marks | | | 350 | 500 | 70% | 70% |

Glossary

| Term | Description |
|------|-------------------------------|
| MC | Medical Coding |
| HC | HealthCare |
| PHC | Primary Healthcare Centre |
| CHC | Community Health Centre |
| CBC | Complete Blood Count |
| PT | Physical Therapy |
| PPE | Personal Preventive Equipment |

Acronyms

| Acronym | Description |
|---------|---------------------------------------|
| CPR | Cardio Pulmonary Resuscitation |
| ACLS | Advance Cardiac Life Support |
| BLS | Basic Life Support |
| HTN | Hyper Tension |
| CABG | Coronary Artery Bypass Graft |
| COPD | Chronic obstructive pulmonary disease |
| RICU | Respiratory Intensive Care Unit |

Annexure 1: Tools and Equipment

List of Tools and Equipment

<Specify the Batch size, if required>

The tools and equipment required are:

| S. No. | Tool / Equipment Name | Specification |
|--------|--|---------------------------|
| 1 | CPR Manikin | Half Body |
| 2 | Registration desk. Counter/phone/computer/internet facility, | |
| 3 | PBAX SYSTEM | |
| 4 | Mock HIS software | Dummy Software |
| 5 | Admission counter with desk provided for keeping documents | |
| 6 | Mock billing counter with cabinets of sample documents | Sample |
| 7 | Mock Procedure Rate List | Sample |
| 8 | TPA Desk | |
| 9 | Human Anatomy Model | Full Body Medical Manikin |
| 10 | Telephone directory | Sample |
| 11 | Sign boards | Sample |
| 12 | Fire extinguisher | All types |
| 13 | Hospital Uniform | |
| 14 | Newspaper/magazine/hospital journal stand | Sample |
| 15 | Hospital front office stationery | As per business needs |
| 16 | Hospital map | Organization specific |
| 17 | Hospital manual | Organization specific |
| 18 | First aid box | |
| 19 | Credit Card Swipe Machine | Dummy |

Classroom Aids

The aids required to conduct sessions in the classroom are:

- 1 Projector
- 2 Computer/laptops
- 3 Internet connectivity
- 4 Whiteboard

Annexure 2: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the apprentice on the required competencies of the program.

| National Occupational Standards (NOS) | Performance Criteria (PC) | Marks Allocation | | | |
|--|--|------------------|------------|----------|------------|
| | | Theory | Practical | OJT | Viva |
| | | 177 | 100 | 0 | 160 |
| 1.HSS/N6101: accomplish allocated task at hospital front desk | PC1. Analyse the requirement and answer the queries accordingly | | | | |
| | PC2. Handle the queries received over a phone/mail/visiting patients etc. applying relevant medical words & terms used in hospitals. | | | | |
| | PC3. Coordinate for care needs with other care providers through appropriate communication method. | | | | |

| | | | | | |
|--|---|--|--|--|--|
| | PC4. Manage need and requirement of patient’s relative and hospital/clinic staff. | | | | |
| | PC5. Enter patient details and other data in Hospital Information System/relevant communication channel | | | | |
| | PC6. Up- to-date with latest details & schedules of Doctors, specialties, appointment timings, bed occupancy, approx. discharge timings, cost etc | | | | |
| | PC7. Manage requirements of patients, their attendants & visitors from admission to discharge . | | | | |
| | PC8. Manage requirements of Doctors & hospital staff | | | | |
| | PC9 Manage special requirements of differently abled persons or special needs required by patients | | | | |
| | PC10. Handle tactfully Officials & VIPs as per the needs in accordance to hospital policies | | | | |
| | PC11.Ensure smooth patient flow within the hospital | | | | |

| | | | | | |
|--|---|--|--|--|--|
| | PC12. Ensure hospital environment is comfortable & pleasing to patients, visitors, employees & others | | | | |
| | PC13. Collect information and documents from new patient or recheck of repeat patient for patient registration with compliance to regulatory and organizational requirements | | | | |
| | PC14. Cross check the identity document details of the patients against original | | | | |
| | PC15. Complete the registration details after interacting with the patient/attenders & concerned physician on details including room type, room number, tariff details, health insurance details, payment method etc. | | | | |
| | PC16. Receive patient signature on completed patient registration document | | | | |
| | PC17. Update the patient registration details to relevant authority. | | | | |
| | PC18. Return the original document immediately after scanning or copying | | | | |

| | | | | | |
|--|--|--|--|--|--|
| | PC19. Ensure all mandatory patient details are captured as per regulatory requirement | | | | |
| | PC20. Cross check patient details appropriately for patient identification purposes | | | | |
| | PC21. Address the concerns as per the set TAT (Turn Around Time) criteria for the area involved. | | | | |
| | PC22. Set different goals for patient care keeping in mind the hospitals policy | | | | |
| | PC23. Raise alarm and announce emergency code as defined & as per situation | | | | |
| | PC24 Maintain confidentiality of patient records, medico legal cases, preservation, information management | | | | |
| | PC25. Comply with relevant legislation, standards, policies and procedures | | | | |
| | PC26. Assist for queries regarding availing of medical insurance | | | | |
| | PC27. Direct the patient/attenders to the concerned department or authority | | | | |

| | | | | | |
|---|--|------------|------------|----------|------------|
| | PC28. Assist for various third party payment mechanisms including CGHS, ECHS, Public Sector undertakings, types of special arrangements , Universal Health Insurance coverage scheme in prevalent states | | | | |
| | PC29. Ensure eligible person is availing the facility | | | | |
| | TOTAL | 177 | 100 | 0 | 160 |
| 2.HSS/N6102: Ensure Customer Service Excellence & Patient Satisfaction | PC1. Maintain service excellence in healthcare settings keeping empathy, passion and patience | 50 | 0 | 0 | 50 |
| | PC2. Meet patients / visitors expectations as much as possible in various hospital areas in accordance to organizational policies | | | | |
| | PC3. Coordinate to address complaints related to service provided | | | | |
| | PC4. Ensure corrective & preventive actions are taken timely for patients / visitors concerns | | | | |
| | PC5. Know the departmental process and adhere to them while assisting | | | | |

| | | | | | |
|---|---|-----------|------------|----------|-----------|
| | PC6. Indulge in training at regular intervals to learn best practices | | | | |
| | PC7. Apply process quality tools used in the organization as directed | | | | |
| | TOTAL | 50 | 0 | 0 | 50 |
| 3.HSS/N6103:Perform billing activities | PC1. Identify the services being rendered to the client | 50 | 100 | 5 | 30 |
| | PC2. Assess accurateness of the invoice generated through various means | | | | |
| | PC3. Check that payments from patients are valid and accurate | | | | |
| | PC4. Record payments from patients promptly and accurately as per organizational policies | | | | |
| | PC5. Record clearly and accurately the reasons if payments are overdue. | | | | |
| | PC6. Identify problems accurately and sort them out promptly. | | | | |
| | PC7. Inform senior or concerned authority promptly about any problems that you cannot sort out. | | | | |

| | | | | | |
|---|---|-----------|------------|----------|-----------|
| | PC8. Store collected payments securely and in line with organization Policies | | | | |
| | PC9. Check that charges, credits made to patient accounts are correct. | | | | |
| | PC10. Identify and sort out problems with patient accounts. | | | | |
| | PC11. Inform senior or concerned authority promptly about problems with patient accounts which are beyond the limits of competence & authority | | | | |
| | TOTAL | 50 | 100 | 0 | 30 |
| 4. HSS/N9615: Maintain Interpersonal relationship with colleagues, patients and others | PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them | 13 | 0 | 0 | 0 |
| | PC2. Utilize all training and information at one’s disposal to provide relevant information to the individual | | | | |
| | PC3. Confirm that the needs of the individual have been met | | | | |

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| | PC4. Respond to queries and information needs of all individuals | | | | |
| | PC5. Adhere to guidelines provided by one’s organization or regulatory body relating to confidentiality | | | | |
| | PC6. Respect the individual’s need for privacy | | | | |
| | PC7. Maintain any records required at the end of the interaction | | | | |
| | PC8. Integrate one’s work with other people’s work effectively | | | | |
| | PC9. Utilize time effectively and pass on essential information to other people on timely basis | | | | |
| | PC10. Work in a way that shows respect for other people | | | | |
| | PC11. Carry out any commitments made to other people | | | | |
| | PC12. Reason out the failure to fulfill commitment | | | | |
| | PC13. Identify any problems with team members and other people and take the initiative to solve these problems | | | | |

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| | PC14. Clearly establish, agree, and record the work requirements | | | | |
| | PC15. Ensure his/her work meets the agreed requirements | | | | |
| | PC16. Treat confidential information correctly | | | | |
| | PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role | | | | |
| | TOTAL | 13 | 0 | 0 | 0 |
| 5.HSS/N9616: Maintain professional & medico-legal conduct | PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice | 19 | 0 | 0 | 0 |
| | PC2. Work within organizational systems and requirements as appropriate to one's role | | | | |
| | PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority | | | | |
| | PC4. Maintain competence within one's role and field of practice | | | | |

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| | PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem | | | | |
| | PC6. Use relevant research based protocols and guidelines as evidence to inform one’s practice | | | | |
| | PC7. Promote and demonstrate good practice as an individual and as a team member at all times | | | | |
| | PC8. Identify and manage potential and actual risks to the quality and safety of practice | | | | |
| | PC9. Evaluate and reflect on the quality of one’s work and make continuing improvements | | | | |
| | TOTAL | 19 | 0 | 0 | 0 |
| 6.HSS/N9617: Maintain a safe, healthy and secure working environment | PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements | 20 | 0 | 0 | 30 |
| | PC2. Comply with health, safety and security procedures for the workplace | | | | |
| | PC3. Comply with health, safety and security procedures and protocols for environmental safety | | | | |

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| | PC4. Identify potential hazards and breaches of safe work practices | | | | |
| | PC5. Identify and interpret various hospital codes for emergency situations | | | | |
| | PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority | | | | |
| | PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable | | | | |
| | PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently | | | | |
| | PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person | | | | |
| | PC10. Complete any health and safety records legibly and accurately | | | | |
| | PC11. Report any identified breaches in health, safety, and security procedures to the designated person | | | | |

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|---|---|-----------|----------|----------|-----------|
| | PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected | | | | |
| | TOTAL | 20 | 0 | 0 | 30 |
| 7.HSS/N9618: Follow biomedical waste disposal and infection control policies and procedures | PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release | 21 | 0 | 0 | 30 |
| | PC2.Store clinical or related waste in an area that is accessible only to authorized persons | | | | |
| | PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter | | | | |
| | PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control | | | | |

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| | PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization | | | | |
| | PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate | | | | |
| | PC7. Follow protocols for care following exposure to blood or other body fluids as required | | | | |
| | PC8. Remove spills in accordance with the policies and procedures of the organization | | | | |
| | PC9. Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled | | | | |
| | PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work | | | | |
| | PC11. Confine records, materials and medicaments to a well-designated clean zone | | | | |

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| | PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone | | | | |
| | PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols | | | | |
| | PC14. Replace surface covers where applicable | | | | |
| | PC15. Maintain and store cleaning equipment | | | | |
| | PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures | | | | |
| | PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination | | | | |
| | PC18. Cover cuts and abrasions with water-proof dressings and change as necessary | | | | |

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|--------------------|---|---------------|-------------------------|----------|-----------|
| | PC19.Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact | | | | |
| | PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection | | | | |
| | | 21 | 0 | 0 | 30 |
| GRAND TOTAL | Total (Theory+Practical+Viva+OJT) | Theory | Practical + Viva | | |
| | 850 | 350 | 200+300 | | |

Annexure 3: Mode of Training

The following Modules/NOS may also be delivered online for which the resources are provided in the given table.

| S. No. | Module Name/NOS Name (As Per Curriculum) | Name of Mapped Online Component | URL of Mapped Online Component |
|---------------|--|---|---|
| 1 | Basic Approaches to Public Healthcare and knowledge of computer applications | https://yashodahospitals.medlern.com/home/categories | https://yashodahospitals.medlern.com/home/categories |
| 2 | Infection Control & Prevention | | https://yashodahospitals.medlern.com/home/categories |
| 3 | Safety & First Aid | https://yashodahospitals.medlern.com/home/categories | https://yashodahospitals.medlern.com/home/categories |
| 4 | Payment and Billing | https://yashodahospitals.medlern.com/home/categories | https://yashodahospitals.medlern.com/home/categories |
| 5 | Hospital Information System (HIS) – Medical Software Applications | https://yashodahospitals.medlern.com/home/categories | https://yashodahospitals.medlern.com/home/categories |

Apprenticeship Curriculum: <NAPS>

Infra requirement:

- **PC/Laptop**
- **Internet**
- **Subject Materials**
- **Basic Infra**
- **Refreshment**
- **Training Calendar / Agenda**