

APPRENTICESHIP CURRICULUM (OPTIONAL TRADE)

Healthcare

Patient Relations Associate

Course Code: CO112200028

NAPS Non-NAPS

NSQF Level: 5

Job Role Relevant Image Place Holder

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Course Details

1.	Course Name	Patient Relations Associate														
2.	Course Code	CO112200028														
3.	Apprenticeship Training Duration: (2 to 4 weeks of BT is embedded in this duration as per the requirement of the establishment)	Months: 9														
	Remarks															
4.	Credit	TBD														
5.	NSQF Level (Mandatory for NAPS)	5	NSQC Approval Date: 30/07/2022													
6.	Related NSQF aligned qualification details	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <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>Patient Relations Associate</td> <td>HSS/Q6102, 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	Patient Relations Associate	HSS/Q6102, V1.0	2019/HLT/HSSC/03360				
		S. No.	QP/ Qualification/ NOS Name (As applicable)	QP/ NOS Code & Version	NQR Code											
1	Patient Relations Associate	HSS/Q6102, V1.0	2019/HLT/HSSC/03360													
7.	Brief Job Role Description	Individuals in this job are responsible for counseling, assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions / assurances on clinical matters. They perform certain administrative task such as maintenance of records, paperwork, billing, basic management concepts & computer knowledge etc.														
8.	NCO-2015 Code & Occupation (Access the NCO 2015 volumes from: https://labour.gov.in/organizationsofmole/directorate-general-employment-training-dget)	NCO-2015/4225.9900, Hospital Administration														

<p>9.</p>	<p>Minimum Eligibility Criteria <i>(Educational and/ or Technical Qualification)</i></p>	<p>Graduate in relevant field OR Graduate in any field with 1 year relevant experience OR 1 year diploma after 12th with 2 year’s relevant experience OR 12th class with 4 years relevant experience OR 12th Class Pass and pursuing continuous regular graduation OR NSQF Level 4 Hospital Front Desk Coordinator (With 2 years relevant experience) OR Previous relevant NSQF Level 4 with 2 years relevant experience</p>															
<p>10.</p>	<p>Entry Age for Apprenticeship</p>	<p><i>18 Years & Above</i></p>															
<p>11.</p>	<p>Any Licensing Requirements <i>(wherever applicable)</i></p>	<p>N/A</p>															
<p>12.</p>	<p>Is the Job Role amenable to Persons with Disability</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes, check the applicable type of Disability</p> <table border="0"> <tr> <td><input type="checkbox"/> Locomotor Disability</td> <td><input type="checkbox"/> Leprosy Cured Person</td> <td><input type="checkbox"/> Cerebral Palsy</td> <td><input type="checkbox"/> Dwarfism</td> <td><input type="checkbox"/> Muscular Dystrophy</td> </tr> <tr> <td><input type="checkbox"/> Acid Attack Victims</td> <td><input type="checkbox"/> Blindness</td> <td><input type="checkbox"/> Low Vision</td> <td><input type="checkbox"/> Deaf</td> <td><input type="checkbox"/> Hard of Hearing</td> </tr> <tr> <td><input type="checkbox"/> Speech and Language Disability</td> <td><input type="checkbox"/> Intellectual Disability</td> <td><input type="checkbox"/> Specific Learning Disabilities</td> <td><input type="checkbox"/> Autism Spectrum Disorder</td> <td><input type="checkbox"/> Mental Illness</td> </tr> </table>	<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
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		<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 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	18/11/2022
19.	Curriculum Valid up to Date	30/07/2025

Module Details

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
1.	Introduction to functions of Patient Relations Associate NOS Name: Assess patient requirement and act accordingly NOS Code: HSS/N6104, V1.0	<ul style="list-style-type: none"> • Describe the functions of patient relations associate. • Assess needs of patient and act accordingly. • Describe report delivery process and escalation matrix. • Describe employees responsibilities e.g., punctuality, discipline, integrity, grievance. Redressal process. • Describe process involved during admission and discharge of patients. • Manage and handle visitors of different categories such as Patients - Paid / Non-Paid, Emergency, VIPs etc. • Ensure 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. • Patient flow management in hospital area for availing services such as 	14	30	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		OPD/IPD/Diagnostics etc in coordination with healthcare team.				
2.	Consent, Reporting & Documentation NOS Name: Prepare for patient admission, registration & direct patient to accurate unit as per medical Advice NOS Code: HSS/N6105, V1.0	<ul style="list-style-type: none"> Define the scope of practice for patient relations associate Define consent and discuss the methods of obtaining consent. Understand importance of maintaining various records & how to obtain them from related resources. Explain various types of records to be maintained by patient relations associate. Demonstrate essential components of various records and method of documentation and their retrieval Understand the legal implications of electronic medical records/electronic health records. 	20	50	70%	70%
3.	Basic Structure and Function of Human body NOS Name: Prepare for patient admission, registration & direct patient to accurate unit as per medical Advice	<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 Prepare a 3D model of human body parts using waste material depicting different anatomical parts. 	20	50	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	NOS Code: HSS/N6105, V1.0	<ul style="list-style-type: none"> Prepare a chart of body parts depicting physiological process of human body system. 				
4.	<p>Introduction to hospital policies and procedures</p> <p>NOS Name: Assess patient requirement and act accordingly</p> <p>NOS Code: HSS/N6104, V1.0</p>	<ul style="list-style-type: none"> Understand about hospital policies and procedures of healthcare organization Understand about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit. Discuss about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team. Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family Understand about leaving policies of patient such as LAMA (Leave against medical advice etc.) Learn techniques to deal with cases such as thefts, misappropriation, report mix-ups, damage to property, abuse etc. 	14	30	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
5.	Infection Control & Prevention Nos Name: Follow infection control policies & procedures including biomedical waste disposal protocols NOS Code: HS/N9618, V1.0	<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 • 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 	11	21	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		bins/containers used for disposal of waste. <ul style="list-style-type: none"> • Demonstrate spill management 				
6.	Collaborative Team Work NOS Name: Maintain professional & medico-legal conduct NOS Code: HSS/N9616, V1.0	<ul style="list-style-type: none"> • Describe the factors to establish and maintain peaceful environment in work area with all. • Apply etiquettes while working with Team. • Develop skills to assist supervisors for duty roster creation. • Develop skills to explain policies and procedures to others including patients. • Learn from feedbacks about process improvement. • Describe about service recovery matrix. • Understand need for compliance of organizational hierarchy and escalation matrix. • Understand the legal and ethical issues and criticality of Medico Legal Cases. • Understand importance of best utilization and conservation of Resources. • Understand the limits of one's and others', roles and responsibilities. • Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice. 	19	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 of teamwork and how to facilitate it. • Understand the risks to quality and safety if you do not keep up to date with best practice. • Understand how you have to manage potential risks to the quality and safety of practice. • Understand to evaluate and reflect on the quality of your work and Case studies of teamwork and group dynamics made continual improvements. • Describe the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done. • Explain the importance of individuals or team compliance with legislation, protocols and guidelines and organizational systems and requirement. 				
7.	Quality in Healthcare – Service and Medical Quality	<ul style="list-style-type: none"> • Describe about various accreditation agencies for Healthcare organizations nationally and internationally. 	25	35	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Liaise & coordinate with healthcare team for effective patient management</p> <p>NOS Code: HSS/N6106, V1.0</p>	<ul style="list-style-type: none"> Describe about various standards of NABH and their implications for quality control and quality assurance. Describe about quality assurance and quality control. Describe about quality control and assurance tools which can be utilized for effective functioning. Describe about risk assessment process Describe about patient behaviour and psychology. Describe about patient’s 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 nonconformance as per organizational policies and procedures. Liaison with healthcare team for effective care for patients. 				
8.	Maintain conducive environment in Emergency Situations	<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. 	5	9	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Maintain a safe, healthy, and secure working environment</p> <p>NOS Code: HSS/N9617, V1.0</p>	<ul style="list-style-type: none"> Describe variation of patient’s environment according to settings: road, home, ambulance, hospital, etc. Prepare patient for admission, discharge and referral services. Direct patients/visitors to accurate unit and assist till satisfactory results. 				
9.	<p>Hospital Information System (HIS) – Medical Software Applications</p> <p>NOS Name: Facilitate billing & process cash/credit transaction</p> <p>NOS Code: HSS/N6108, V1.0</p>	<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. 	40	100	70%	70%
10.	<p>TPA operations and Cash Management</p>	<ul style="list-style-type: none"> Describe fundamentals of accounting. Describe about finance and credit management applicable to healthcare industry. 	90	170	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Assist & coordinate during discharge & referral services & TPA services</p> <p>NOS Code: HSS/N6107, V1.0</p>	<ul style="list-style-type: none"> Describe different modes of Payment utilized in healthcare industry and process flow of cash/payment modes. Check and coordinate to determine authenticity of payment received. Describe various TPA/Insurance services available in the country/ National Health Insurance Scheme and applicable beneficiaries. Describe about regulatory bodies/process and compliance to receive foreign currency as a part of payment process. Describe about various international currencies and their values in terms of INR. 				
11.	<p>Customer Service Excellence and Patient Satisfaction</p> <p>NOS Name: Assess patient requirement and act accordingly</p> <p>NOS Code: HSS/N6104, V1.0</p>	<ul style="list-style-type: none"> Identify needs of the patients/carers to find resolution. Require adequate knowledge about internal process / promotions / tariffs / schemes / benefits which can be provided to patients. Build empathetic relationship with the patient's/ visitors. Employ appropriate language and tone and listen carefully to the queries. Display sensitivity and adequate support for all irrespective to gender / 	14	40	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		culture / age/social difference/language etc. • Obtain feedback from visitors and suggest for amendment's in protocol & polices accordingly.				
12.	Safety & First Aid NOS Name: Maintain a safe, healthy and secure working environment NOS Code: HSS/N9617, V1.0	• 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	10	70%	70%
13.	Basic Life Support NOS Name: Maintain a safe, healthy and secure working environment NOS Code: HSS/N9617, V1.0	• 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 • Differentiate the single rescuer and two rescuer CPR • Describe the conditions when choking occurs	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"> 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 				
14.	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. To gain broad understanding of standards for bio-medical waste disposal 	10	22	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 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. 				
15.	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. Understand suspicious behaviour of individuals and tracking the same. 	5	10	70%	70%
16.	Basic Computer Knowledge NOS Name: Prepare for patient admission, registration & direct patient to accurate unit as per medical advice	<ul style="list-style-type: none"> Discuss about application of computers. Discuss the introduction to Computers. Discuss the foundation concept of operating systems. Describe the need of Operating systems (OS). Explain the functions of OS. Describe the updated versions of Windows like 2008 or 2010 Utilities and basic operations. Discuss the updated versions of 	40	63	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	NOS Code: HSS/N6105, V1.0	<p>Microsoft office like 2010, 2013 or 2016.</p> <ul style="list-style-type: none"> Describe the basic concepts of computer Hardware & Software. Explain the commonly used hospital software. Apply operations of Computer in hospitals. Comprehend various concepts like Data Based Concept (ER diagram), SQL, V.B., ERP system with all modules. Understand the importance of effective health information system. Discuss the foundation of digital maintenance of Medical Records. 				
17.	<p>Soft Skills & Communication</p> <p>NOS Name: Maintain interpersonal relationship with patients, colleagues and others</p> <p>NOS Code: HSS/N9615, V1.0</p>	<ul style="list-style-type: none"> Define art of effective communication Handle patients & family through effective and empathetic communication 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, 	13	0	70%	70%

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		teamwork, time management, thinking and reasoning & communicating with others <ul style="list-style-type: none"> • Learn problem solving • Understand need for customer service and service excellence in medical service • Learn objection handling • Learn telephone and e-mail etiquettes • Learn to analyze, 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. 				
Total Marks			350	650	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.

NOS Code	National Occupational Standards (NOS)	Element	Total Marks	Theory Marks Allocation	other Marks Allocation			Total
				Theory	Viva	OJT	Skills Practical	
HSS/N6104	Assess patient requirement and act accordingly	Interview & assess patients or their representatives to identify problems relating to care	142	20	10	10	50	90
		Explain policies, procedures, or services to patients using medical or administrative knowledge		22	20	10	52	
HSS/N6105	Prepare for patient admission, registration & direct patient to accurate unit as per medical advice	Plan & Prepare for meeting patients	243	20	20	10		50
		Patient registration as standard registration guidelines		20	20	10	50	
		Manage transfers of patients from reception to required department		20	10	10	50	90
		Assist patients to check-in and checkout of department		20	25	8	53	
HSS/N6106	Liaise & coordinate with healthcare team for	Apply appropriate mechanism for in-house coordination using patient information tools for effective patient management	60	25	25	10		60

Apprenticeship Curriculum: <NAPS>

	effective patient management							
HSS/N6107	Assist & coordinate during discharge & referral services & TPA services	Manage transfers of patients	260	20	20	10		50
		Assist in-patients to check-out		20	25	10		55
		Assistance during Referral services		20	25	10		55
		Assistance during TPA service		30	10	10	50	100
HSS/N6108	Facilitate billing & process cash/credit transactions	Facilitate the process of payments transactions	140	20	10	10	50	90
		Assist for reconcile patient accounts		20	20	10		50
HSS/N9615	Maintain a professional relationship with patients, colleagues and others	Communicate and maintain professional behavior with co-workers and patients and their families	13	5				5
		Work with other people to meet requirements		5				5
		Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements		3				3
HSS/N9616	Maintain professional & medico-legal conduct	Maintain professional behavior	19	5				5
		Act within the limit of one's competence and authority		7				7
		Follow the code of conduct and demonstrate best practices in the field		7				7
HSS/N9617	Maintain a safe, healthy and secure working environment	Comply the health, safety and security requirements and procedures for workplace	59	7	10	2		19

		Handle any hazardous situation with safety, competently and within the limits of authority		8	10	5		23
		Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment		5	10	2		17
HSS/N9618	Follow biomedical waste disposal and infection control policies and procedures	Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	64	5	10	3		18
		Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services)		8	10	5		23
		Maintaining personal protection and preventing the transmission of infection from person to person		8	10	5		23

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

Infra requirement:

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