

APPRENTICESHIP CURRICULUM (OPTIONAL TRADE)

Healthcare Sector Skill Council

Telehealth Services Coordinator

Course Code: CO122200010

NAPS Non-NAPS

NSQF Level: 4



Table of Contents

Course Details 3

Module Details..... 5

Glossary 25

Acronyms 26

Annexure 1: Tools and Equipment 26

 List of Tools and Equipment 26

 Classroom Aids 29

Annexure 2: Assessment Strategy 31

Annexure 3: Mode of Training..... 56

Course Details

1.	Course Name	Telehealth Services Coordinator														
2.	Course Code	CO122200010														
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: 9														
	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; margin-top: 10px;"> <thead> <tr style="background-color: #e0e0e0;"> <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>Telehealth Services Coordinator</td> <td>HSS/Q5801, V1.0</td> <td>2022/HLT/HSSC/06132</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	Telehealth Services Coordinator	HSS/Q5801, V1.0	2022/HLT/HSSC/06132				
S. No.	QP/ Qualification/ NOS Name (As applicable)	QP/ NOS Code & Version	NQR Code													
1	Telehealth Services Coordinator	HSS/Q5801, V1.0	2022/HLT/HSSC/06132													
7.	Brief Job Role Description	<p>Telehealth Services Coordinator serves as point-of-contact for telehealth services at either referral/patient/primary health care provider's site or specialty/consultation/secondary/tertiary healthcare provider's site. They support physicians, patients and other providers in using widespread e-Health services. Their key responsibilities include organizing teleconference, scheduling appointments, setting up telehealth equipment as needed, maintaining inventory, billing, database management with proper documentation and promoting telehealth services in local community especially in locations where there is limited access to healthcare providers.</p>														
8.	NCO-2015 Code & Occupation <i>(Access the NCO 2015 volumes from: https://labour.gov.in/organizationsofmole/directorate-general-employment-training-dget)</i>	NCO-2015/2263.9900, Healthcare Technologies														

9.	Minimum Eligibility Criteria <i>(Educational and/ or Technical Qualification)</i>	12th Class OR Certificate-NSQF (Level 3) with 2 Years of experience OR 10th Class with 2 Years of experience or 1 year of relevant experience after 1 Year I.T.I /2year I.T.I OR 8th Class (plus 2 year I.T.I) with 2 Years of 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	<p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, check the applicable type of Disability </p> <table border="0" style="width: 100%;"> <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> <tr> <td><input type="checkbox"/> Multiple Sclerosis</td> <td><input type="checkbox"/> Parkinson's Disease</td> <td><input type="checkbox"/> Haemophilia</td> <td><input type="checkbox"/> Thalassemia</td> <td><input type="checkbox"/> Sickle Cell Disease</td> </tr> <tr> <td><input type="checkbox"/> Multiple Disabilities</td> <td colspan="4"></td> </tr> </table> <p>Remarks:</p>	<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				
<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																											
13.	Submitting Body Details	Name: Healthcare Sector Skill Council																									

		<p>E-mail ID: hsscst@healthcare-ssc.in</p> <p>Contact Number: 011-41017346/40505850, Extn: 111</p>
14.	Certifying Body	Healthcare Sector Skill council and / or Industry
15.	Employment Avenues/Opportunities	Employment opportunities as per industry requirement
16.	Career Progression	<p>Horizontal: NSQF Level 4: Hospital Front Desk Coordinator, Medical Records Assistant</p> <p>Vertical: NSQF Level 5: Trainer, Assessor NSQF Level 5: Patient Relation Associate, Tele-health Facilitator</p> <p>Progression to Diploma/Degree qualifications in the relevant field after training. (NCAHP)</p>
17.	Trainer’s Qualification & Experience:	<p>Medical Graduate with 1year working experience in telehealth set up and 1 year teaching experience.</p> <p>Or</p> <p>Graduate with 2 years working experience in telehealth set up and 1 year teaching experience.</p>
18.	Curriculum Creation Date	
19.	Curriculum Valid up to Date	28/07/2025

Module Details

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
1.	Introduction to healthcare delivery systems, telehealth services and role of telehealth services coordinator NOS Name: Liaise with patients, healthcare service providers and other personnel for telehealth services NOS Code: HSS/N5801	<ul style="list-style-type: none"> • Discuss about the healthcare delivery system in India at primary, secondary, tertiary and quaternary level. • Distinguish between private, public and non-profit healthcare delivery systems. • Differentiate between various healthcare services- primary, specialty, hospice, emergency, etc. • Compare telemedicine, tele-education and teleconferencing. • Discuss about core functions and challenges of various types of telehealth services and clinical applications through group activities. • Explain the role and responsibilities of the telehealth team at different sites. • Prepare a report summarizing the observations about basic structure and function of healthcare delivery system in India with respect to various levels, patient care and set-ups from field visits. • Create a flow chart depicting roles and responsibilities of telehealth team at different sites. 	15	22	70	70
2.	Coordination for telehealth services	<ul style="list-style-type: none"> • List the various documents required for telehealth services. 	15	25	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Liaise with patients, healthcare service providers and other personnel for telehealth services</p> <p>NOS Code: HSS/N5801</p>	<ul style="list-style-type: none"> Describe the process of checking, filling and entering the related forms required during registration, billing, appointments etc. using the technology enabled patient appointment scheduling systems and billing systems. Discuss about the frequently asked queries encountered in telehealth services and the ways to handle the queries. Describe the importance of issuance and renewal of identity proof and unique reference identity number. Explain the importance of distribution and display of set-up schedules, promotional material, documents, satisfaction surveys and various items of relevant information for public or staff. Demonstrate steps of registration of patients for telehealth services. Practice entering patient information like consultation, diagnosis, prescription, etc. on Hospital Information System (HIS) at a dummy reference ID. Demonstrate use of technology enabled patient appointment scheduling systems to schedule, re-schedule and cancel dummy appointments. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Demonstrate use of technology enabled patient billing systems to generate, review and record sample invoices. • Demonstrate appropriate communication skills while handling patients or relatives visiting telehealth services. 				
3.	Basic computer knowledge NOS Name: Liaise with patients, healthcare service providers and other personnel for telehealth services NOS Code: HSS/N5801	<ul style="list-style-type: none"> • Identify various parts of computer system. • Discuss the foundation concept of operating systems and their functions. • Discuss the utilities and basic operations of the latest version of software. • Demonstrate basics of computer use and application –starting the computer, data entry, taking backups, saving and retrieving the files, maintaining and changing network connectivity process. • Prepare reports/documents using word processing software and spreadsheets. • Demonstrate the use of internet to draft and send emails. 	14	25	70	70
4.	Soft skills and communication NOS Name: Liaise with patients, healthcare	<ul style="list-style-type: none"> • Discuss the importance of effective communication with patients, relatives and colleagues without using jargons and colloquial terms. • Describe the attributes of a team player. 	15	25	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>service providers and other personnel for telehealth services</p> <p>NOS Code: HSS/N5801</p>	<ul style="list-style-type: none"> • Discuss about confidentiality and privacy practices related to patient’s information. • Discuss the importance of teamwork. • Explain work ethics in the hospital set up. • Define rapidly changing situations. • Discuss about the importance of following rules and policies of organization for maintaining code of conduct and scope of work. • Apply guidelines related to usage of technical terms to ensure effective communication. • Apply time management skills during daily activities. • Demonstrate the use of reading and writing skills during written communication. • Demonstrate problem solving and decision making skills in different situations. • Demonstrate skills of team-work and work prioritization in different team activities. • Apply effective patient-centric approach while delivering telehealth services. • Demonstrate basic telephone and email etiquettes. • Apply the analytical skills to complete the reports with the information gathered from observation, experience, reasoning, or communication. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
5.	<p>Sensitization on common medical terminologies used in telehealth services</p> <p>NOS Name: Liaise with patients, healthcare service providers and other personnel for telehealth services</p> <p>NOS Code: HSS/N5801</p>	<ul style="list-style-type: none"> List the common terminologies used in telehealth services. Differentiate between Non-communicable disease (NCD) and Communicable diseases (CD). List the basic indicators of common ailments like fever, cough, cold, throat infections, diarrhea, urinary tracts infections, headache, stomach-ache, tooth ache, skin allergies/infections, dandruff, gastritis, constipation, general body weakness/pains, nausea, hypertension, diabetes, menstrual problems, anemia, asthma, acne, etc. Demonstrate usage of the appropriate medical terminology during professional conversations with colleagues, patients and family. Apply knowledge about common symptoms or ailments while completing the patient profile. 	15	25	70	70
6.	<p>Promotion of telehealth services in community</p> <p>NOS Name: - Promote the telehealth services as per needs and protocols</p> <p>NOS Code: HSS/N5802</p>	<ul style="list-style-type: none"> Discuss the goals of promotion and advancement of telehealth. Discuss about the pre-requisites for conducting the promotional/outreach activities, home visits, mobile set-ups, case conferences and training/continuing educational sessions on logistics, personnel and support. List the various types of activities which could be conducted for promotion of telehealth services such as health screening camps, awareness campaigns, etc. 	47	67	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> List the various types of services for which telehealth technology and premises could be used such as online educational sessions/assessments, health surveys, etc. Explain the various types, benefits and common uses of primary home telehealth technologies. Explain the criteria for determination of appropriateness of patient for telehealth services. Demonstrate basic steps involved in preparing telemedicine facilities and equipment for conducting mock training sessions. Design sample schedule and materials for organizing different sessions and activities to promote telehealth services. Design a promotional campaign to spread awareness about telehealth services. Demonstrate the steps of using primary home telehealth technologies. Prepare a report summarizing different activities undertaken such as promotional/outreach activities, mobile set-ups, case discussions and training/continuing educational sessions and their outcomes. 				
7.	Preparation and management of set-up for teleconsultation	<ul style="list-style-type: none"> Discuss about the pre-requisites, design and set up of a teleconsultation videoconference venue. Describe common issues that may arise in the telehealth set-up and the troubleshooting techniques to resolve them. 	49	114	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Prepare and manage the set-up for teleconsultation</p> <p>NOS Code: HSS/N5803</p>	<ul style="list-style-type: none"> • Discuss the advantages of telemedicine through interactive videoconferencing. • Discuss the steps to be followed before, during and after conducting a teleconsultation. • Describe the importance of availability of back-up coverage for phones, and set-up related activities at other telemedicine consultation sites. • Demonstrate the technical skills of setting-up point-to-point and multipoint live interactive videoconferencing using ISDN, IP and mixed ISDN and IP links. • Demonstrate the usage of troubleshooting techniques in different situations. • Demonstrate basic steps involved in managing consultation site before, during and after teleconsultation 				
8.	<p>Function and operation of equipment used in telehealth services</p> <p>NOS Name: Facilitate bio-medical instrumentation services for telehealth equipment</p> <p>NOS Code: HSS/N5804</p>	<ul style="list-style-type: none"> • Discuss the types and uses of basic telehealth equipment used at different sites. • Describe functions and operations of telehealth equipment, applications and technology such as Live video conferencing, Store-and-forward, Remote patient monitoring (RPM), Mobile health (m-Health) equipment, etc. • Discuss about different types of signals used for operation of telehealth equipment • Discuss about different types of electronics and communication technologies used in telehealth set-up 	11	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"> • List the names of components of a tool kit. • Discuss possible health hazards of working as a telehealth services coordinator and different types of personal protective clothing, equipment and the personnel monitoring devices to be used for prevention. • Identify the audio and video problems associated with videoconferencing. • Demonstrate the basic steps of using clinical telemedicine applications: live video or live interactive telemedicine encounter and store-and-forward. • Demonstrate the appropriate camera placement, lighting, angles and framing while using the video camera technology. • Demonstrate the basic steps of storing, basic editing and forwarding high quality digital photographs by using document camera. • Demonstrate the basic steps of using the digital scanning equipment. • Demonstrate the technical skills in using the VOIP software such as WhatsApp, Google Phone, Google Group Chat, Facebook Video and Voice Chat, Skype, etc. • Demonstrate the appropriate usage of microphone technology by using the range of available microphones and microphone set up. • Demonstrate the basic steps of sending and receiving emails (including attachments). 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Demonstrate the steps of finding information on internet using different web browsers. • Design a dummy portable and segregable tool kit as per requirements. 				
9.	Fundamentals of biomedical instrumentation services for telehealth equipment NOS Name: Facilitate bio-medical instrumentation services for telehealth equipment NOS Code: HSS/N5804	<ul style="list-style-type: none"> • Discuss about importance of procuring, maintaining and managing the various types of inventory, supplies and documents while facilitating the biomedical instrumentation services for telehealth equipment. • Explain the importance of following the manufacturer’s recommendations stated in the operational and service manual • Identify safety hazards, its troubleshooting technique and the corrective measures to be taken. • Discuss about escalation matrix to handle safety hazards. • Discuss about the standard biological precautions to be taken during diagnosis, repair, calibration and final testing/ verification of equipment. • Explain the basic concepts of AC circuits, DC circuits, magnetic circuits, transformers, AC machines and other electrical machines and their application in telehealth related instrumentation. • Explain the basic components of bio-medical instruments such as measurand, sensor/transducers, signal conditioners, analog 	12	23	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<p>instruments, measurement circuits, display devices, soldering, etc. and their application in telehealth related instrumentation.</p> <ul style="list-style-type: none"> • Explain the basic concepts of data, management and informatics related systems and their application in telehealth related instrumentation. • Explain the basic concepts of digital technology and their application in telehealth related instrumentation • Explain the basic concepts of electro/mechanical, thermos dynamics, physics and instrumentations. • Design a chart depicting the different types of supportive equipment, tools, resources, and regulatory pre-requisites required for successful installation and operation of telehealth equipment. • Prepare a sample work order depicting various specifications related to telehealth equipment. • Demonstrate the basic steps involved in facilitating periodic calibration, repair and maintenance of telehealth equipment using the sample service manuals and circuit diagrams. • Demonstrate basic steps for facilitating the delivery, installation and set-up of telehealth equipment, applications and technology in mock set-up. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> Demonstrate the steps of checking, filling and entering the details on sample inspection and installation forms required during equipment set-up. 				
10.	Structure and function of human body NOS Name: Provide assistance to healthcare services provider NOS Code: HSS/N5805	<ul style="list-style-type: none"> Identify body parts. Explain the organization of body cells, tissues, organs, organ systems, membranes, and glands in the human body. Describe cell and various types of tissues. Describe different types of organ systems. Describe basic function of vital organs. Discuss different types of body fluids, secretions, and excretions. Identify different parts of the body using charts and models. Explain the structure and functioning of human body systems using charts and models. Design various working models depicting functioning of human body systems. 	10	25	70	70
11.	Basics of obtaining patient information NOS Name: Provide assistance to healthcare services provider NOS Code: HSS/N5805	<ul style="list-style-type: none"> List the parameters of collecting information about a patient. Discuss the need of collecting patient's past and current medical, personal, family, social, gynecological, allergic and treatment history. List the evidences to be collected to support the clinical history of the patient such as films, videos, photos, documents, forms and other medical records, etc. 	18	50	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 need of recording the observations obtained from basic general/systematic physical examination. Discuss the importance of obtaining verbal and written consent and maintaining patient’s confidentiality. Describe the importance of verifying correct registration ID while updating the patient’s information in the patient’s record electronically. Interview the patient regarding relevant information as asked in the sample format prescribed for patient visiting the telehealth facility. Fill the sample format organizing relevant information collected from different sources (such as patient’s reports, consultation summary, previous prescriptions, etc.). Fill the sample consent forms of the patients. Demonstrate skills of scanning and uploading the supporting evidence like films, videos, photos, documents, forms and other medical records, etc. in the patient records on HIS. 				
12.	Tele-diagnostic services NOS Name: Provide assistance to healthcare services provider	<ul style="list-style-type: none"> Define basic medical terms and principles related to diagnostic tests. Identify the diagnostic tests which can be performed in the telehealth set-up and the ones which need to be referred. Discuss about the modalities of the tests which could be performed in telehealth set-up such as 	25	75	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	NOS Code: HSS/N5805	<p>vital signs, weight, blood pressure, blood sugar, blood oxygen levels, heart rate, electrocardiograms, etc.</p> <ul style="list-style-type: none"> • Discuss about steps of performing basic tele-diagnostic tests. • Explain the importance and uses of remote patient monitoring programs for diagnosis during screening of patient. • List the patient identifiers to be matched on the requisition form or medical records such as patient’s name, medical record number and date of birth. • Describe the importance of maintaining list of local diagnostic centers for referral. • Prepare mock trays organizing all the equipment needed for the different procedure. • Demonstrate the steps of checking the equipment for its cleanliness, sterilization and readiness. • Demonstrate the basic steps involved in performing basic tele-diagnostic tests by using remote patient monitoring programs. • Fill the sample format recording observations as well as test results of tele-diagnostic tests. • Demonstrate effective communication and management skills while connecting patients to local diagnostic facilities for the diagnostic tests which cannot be performed in telehealth set-up 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		till the receipt of report and test result from patient/diagnostic center.				
13.	<p>Sensitization on pharmacy and emergency related services</p> <p>NOS Name: Provide assistance to healthcare services provider</p> <p>NOS Code: HSS/N5805</p>	<ul style="list-style-type: none"> Describe the importance of maintaining list of local pharmacies for ensuring medicine availability. Describe the importance of following-through with the patient till they get the prescribed medicine. Define components of prescription dose. List the emergency services which could be provided at telehealth set-up. Describe the importance of maintaining list of local emergency resources and other local or regional professional associations for handling medical and non-medical emergency situations. Demonstrate effective communication and management skills while connecting patients to local pharmacies till the patient get the prescribed medicine. Interpret the sample prescription dose. Demonstrate the use of remote patient monitoring programs during different emergency situations. 	25	50	70	70
14.	Documentation, inventory management and retrieval	<ul style="list-style-type: none"> Define the role and responsibilities of the telehealth services coordinator in reporting and documentation. Describe the inventory management practices such as FIFO (First In First Out) used in telehealth facility. 	14	20	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Manage telehealth facility</p> <p>NOS Code: HSS/N5806</p>	<ul style="list-style-type: none"> • Discuss the significance of maintaining database of patients, incoming calls, equipment, logistics, spare parts, vendors and inventory correctly. • Discuss the need of maintaining purchase orders, financial transactions and other relevant documents/records to justify the necessity for logistics, equipment and parts in stock and quantity. • Discuss about the condemnation guidelines for equipment or logistics which are outdated or in non-working condition. • Explain the steps of reviewing the medical records as per the organization protocol. • Describe the uses of the Hospital Information System (HIS) for maintaining longevity of the records and prompt retrieval of patient’s medical charts. • Demonstrate use of FIFO (First In First Out) using sample inventory checklist in mock set-up. • Perform compilation of all relevant information in sample formats necessary to create the database of patients, incoming calls, equipment, logistics, spare parts, vendors and inventory. • Apply standard norms and legislation to complete the detailed paperwork for documenting clinical and procedure related records. • Demonstrate the process of recording sample patient information in the HIS. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
15.	<p>Sensitization on accounts and funds management of the telehealth facility</p> <p>NOS Name: Manage telehealth facility</p> <p>NOS Code: HSS/N5806</p>	<ul style="list-style-type: none"> • Discuss about basic concepts of taxation rules and regulations. • Describe the importance of record-keeping of balance sheets and financial books as per accounting standards. • Describe the importance of impartial and timely auditing of accounts. • Discuss about the importance of checking financial projections and ensuring the proper liquidity of the funds. • Define the role and responsibilities for the telehealth services coordinator in management, retention and investment of the funds and accounts in telehealth set-up. • List the pre-requisites for managing accounts and funds such as documents, access and officials. • Discuss the importance of secured and wise management of funding sources and funds • Create a chart/folder depicting the records of financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc. • Demonstrate the steps of generating, receiving and storing the invoices, bills, vouchers, receipts, etc. in mock set-up. • Enter the data related to accounts, funds and other related documents on accounting system. 	14	20	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
16.	Ethics and medico-legal aspects related to telehealth services NOS Name: Manage telehealth facility NOS Code: HSS/N5806	<ul style="list-style-type: none"> Describe the rights of the patient. Discuss about the relevant sections of Health Insurance Portability and Accountability Act (HIPAA) guidelines related to telehealth services. Explain the importance of following HIPAA guidelines to protect patient health information. Differentiate between confidentiality, privacy and security of health information. Identify the relevant local and regional legislative issues that governs the delivery of telehealth services. Identify the issues related to international practice of telemedicine. Discuss the key ethical issues related to telehealth services 	10	18	70	70
17.	Safety, emergency medical response and first aid NOS Name: Maintain a safe and secure working environment NOS Code: HSS/N9624	<ul style="list-style-type: none"> Explain the basics of first aid. List the precautions to be taken for personal safety. Discuss how to perform basic life support (BLS) as and when required. Explain the use of protective devices such as restraints and safety devices. Identify precautions to be taken for self- safety. List the hospital emergency codes. Explain about disaster management techniques to deal with institutional emergencies. List the common emergencies which could happen in telehealth facility. 	10	20	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 about the escalation matrix for referral and management of common emergencies. • Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency. • Demonstrate Cardio-Pulmonary Resuscitation (CPR) on manikin. • Design a dummy portable and segregable first aid kit as per requirements. • Create a chart depicting different types of protective devices such as restraints and safety devices. • Create a flow chart depicting common emergency situations and its referral mechanism. 				
18.	Bio Medical Waste Management NOS Name: Comply with Infection Control and Bio Medical Waste Disposal Policies NOS Code: HSS/N9620	<ul style="list-style-type: none"> • Categorize the different types of biomedical waste. • Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of bio-medical waste. • Identify the various types of color-coded bins/containers used for disposal of biomedical waste. • Explain the importance of following local guidelines of biomedical waste disposal. • Segregate the biomedical waste applying the local guidelines. • Create a chart depicting different types of biomedical waste and various types of colour 	11	15	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		coded bins/containers used for disposal of biomedical waste. <ul style="list-style-type: none"> Prepare a report on the observations from field assignment about the structure of transportation and treatment of bio-medical waste. 				
19.	Infection control policies and procedures NOS Name: Comply with Infection Control and Bio Medical Waste Disposal Policies NOS Code: HSS/N9620	<ul style="list-style-type: none"> Explain the concept of healthy living. Describe the importance of infection control and prevention. List strategies for preventing transmission of pathogenic organisms. Describe the nosocomial infections. Explain the importance of incident reporting. Explain the concept of immunization. Describe the hand-hygiene guidelines and procedures used in healthcare-settings. Explain the importance of using Personal Protective Equipment (PPE). List the types of PPE. Describe the process of wearing and removing each of the PPE. Explain various vaccinations against common infectious diseases. Demonstrate the steps of spill management. Demonstrate the procedures of hand hygiene. Demonstrate wearing, removing and discarding of PPE. 	10	15	70	70
Total Marks			340	656	70	70

Glossary

Term	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.

National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.

Acronyms

Acronym	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AIDS	Acquired Immune Deficiency Syndrome
GDA	General Duty Assistant

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	Fire extinguisher	
2	Physical restraints	

3	Torch	
4	Ambu Bag With Mask Adult	
5	CPR Manikin	
6	First aid box	
7	Crash cart trolley	
8	Samples of invoices, bills, vouchers, receipts, and records depicting financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc	
9	Ice pack with three layer sample packing box	
10	Different rapid diagnostic kit with kit manuals	
11	Newborn screening card	
12	Tourniquets	
13	Beakers	
14	Measuring cylinders	
15	Bins with different color codes (Red, Yellow, Blue and Black)	
16	Syringes	
17	Sharp container	
18	ECG machine with leads	
19	Centrifuge	
20	Glucometer	
21	Hemoglobinometer	
22	Computer and its accessories	
23	Weighing machine	
24	Digital Thermometer	
25	Auto scope	
26	Derma scope	
27	Pulse oximeter	
28	Digital BP instrument with stethoscope	
29	Sample requisition form for performing tele-diagnostic tests	

30	Sample formats for recording observations as well as test results	
31	Documents, photos or video clips related to dietary, medicinal, environmental, physical, mental or other restrictions	
32	Films of X-Ray, CT scan, MRI	
33	Sample prescriptions	
34	Sample formats for obtaining history and consent	
35	Spill kits	
36	Maintenance Management Systems	
37	Test equipment	
38	Diagnostic software	
39	Pressure meters	
40	Pressure meters	
41	Terminals	
42	Cabling	
43	Watt meter	
44	Electrical safety analyzer	
45	Tool kit like hand tools	
46	Mobile health (m-Health) equipment like mobile communication devices including cell phones	
47	Remote patient monitoring (RPM) equipment using digital and electronic communication technologies	
48	Digital scanning equipment	
49	Tablet computers	
50	LCD projectors	
51	Plasma/LED TV	
52	Display devices including computer monitors	
53	Web cameras	
54	Video-scopes	
55	Peripheral cameras	
56	Video devices including video conferencing units	

57	Case studies	
58	Sample forms required during registration	
59	Hospital Information System (HIS)	
60	Billing systems	
61	Computers with software like patient appointment scheduling systems	

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

Apprenticeship Curriculum: NAPS

- 5 Chairs
- 6 Marker
- 7 Duster
- 8 Registers
- 9 Pen
- 10 Pencil

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)	Element	Marks Allocation			
	Assessment Criteria for outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
HSS/N5801: Liaise with patients, healthcare service providers and other personnel for telehealth services	Register patients for telehealth services	12		5	10
	PC1. inform patients about registration process for availing telehealth facilities		1		
	PC2. complete the registration details of a patient as per organizational policies		1		
	PC3. provide a unique reference identity number to the patient as per organizational policies		1		
	PC4. issue an identity proof of the patient reflecting the unique reference identity number as per organizational policies		1		

	<p>PC5. explain the importance of carrying, updating and renewing the identity proof (ID) at every use of telehealth services to the patients</p>		<p>1</p>		
	<p>PC6. enter the patient information on Hospital Information System (HIS) against their respective unique reference identity number during every visit of the patient Patient Information: consultation, diagnosis, prescription, etc.</p>		<p>1</p>		
	<p>PC7. renew the registration of the patient as per organizational policies</p>		<p>1</p>		
	<p>PC8. check the completeness and validity of information updated against the unique reference identity number</p>		<p>1</p>		
	<p>PC9. ensure that the patient’s two identifiers on the ID match with the information on the HIS pertaining to the unique reference identity number</p>		<p>1</p>		

	PC10. transfer the updated patient information on the latest version of the HIS whenever required		1		
	Handle appointments	17		5	20
	PC11. schedule appointments for live video-conferencing consultations of patient at patient site in consultation with the consultant physician at specialty site		2		
	PC12. schedule appointments for various diagnostic or clinical procedures/ counselling sessions with healthcare provider at patient site as outlined in health facility protocols		2		
	PC13. send reminders to the patients about their upcoming appointments		2		
	PC14. perform cancellations and re-schedule appointments as required		2		
	PC15. update the schedules on records		2		
	Carry out billing for telehealth services	15		5	10

PC16. perform patient’s billing activities as per the telehealth services availed as per organizational policies and procedures		3		
PC17. check that payments received from patients are valid and accurate		3		
PC18. store collected payments securely		2		
PC19. maintain accounts and reconcile reports, whenever requested		2		
Handle queries and guide the concerned personnel accordingly	15	5	5	10
PC20. handle each incoming call or visiting personnel or mail received at telehealth set-up appropriately				
PC21. answer queries of patients, family and referring physician appropriately				
PC22. discuss the queries with relevant authority				
PC23. prepare a proper telehealth referral or advise as per the needs of the patient/referring physician				

	PC24. provide follow-through to ensure that all issues/queries are resolved expediently and appropriately				
	PC25. maintain proper records of all incoming calls or visiting personnel				
	PC26. provide guidance on telehealth set-up schedules, promotional material, documents, consent forms, satisfaction surveys, and other information to the on-site medical staff and patients as per the requirement				
	Co-ordinate with the concerned personnel for implementation of the telehealth services	15	2	5	10
	PC27. facilitate periodic basic technical support				
	PC28. facilitate periodic general system maintenance				
	PC29. coordinate with consulting/ secondary/ tertiary/ specialty site for visit or hospitalization of patient, as prescribed by consulting physician				

	PC30. co-ordinate with the other health service providers like hospitals, pharmacies, pathology laboratories etc. for successful telehealth program implementation as defined by authorities				
	Total	74	37	25	60
HSS/N5802: Promote the telehealth services as per needs and protocols	Facilitate training and continuous education sessions utilizing telehealth technology	15	1	5	10
	PC1. organize on-site training sessions for users of the telemedicine, videoconferencing, and remote monitoring systems periodically				
	PC2. prepare telemedicine facilities and equipment for conducting educational sessions				
	PC3. prepare the training calendar of the sessions and circulate the same to the concerned personnel				
	PC4. coordinate with the appropriate faculty for the sessions				
	PC5. ensure the participation of the concerned personnel in the scheduled program				

	Organize promotion and outreach activities for the telehealth services	17	1	5	10
	PC6. identify the different groups/organizations to be targeted for telehealth marketing				
	PC7. organize the promotional material (print/audio-visual) for the promotion of telehealth program as per the policies and procedures				
	PC8. facilitate the field visits of concerned personnel for planning the outreach of the telehealth services				
	PC9. organize community outreach activities for the promotion of telehealth services as advised by the authority like health screening camps, awareness activities, promotional campaigns, etc.				
	PC10. perform mock demonstrations of the telehealth system for visitors for better sensitization and word-of-mouth promotion as per organizational policies				

PC11. promote the schedule of mobile set-ups with dates, timing and location much before the schedule for maximum participation				
Facilitate the telehealth services via home visits, mobile set-ups and case discussions	15		5	10
PC12. identify the patients who are unable to visit the telehealth facility like geriatric/ disable/ psychiatric/ paralytic patients, etc.		2		
PC13. explain to the patients about benefits and usage of primary home telehealth technologies		2		
PC14. follow-through with the patient or their relative if they are facing any difficulty while using the home telehealth technologies.		2		
PC15. collect data and evidences from the patients using home telehealth technology by arranging home visits of concerned personnel periodically		2		
PC16. assist the patient in transmitting the patient data using home telehealth technology to specialty physician as and when required		2		

	PC17. document the data of users of home telehealth technology separately as per protocols and procedures		2		
	PC18. schedule mobile telehealth set-ups by using vans/ambulances/other sources for facilitating the telehealth services in consultation with concerned authority		2		
	PC19. distribute the schedule for case discussions with concerned physicians for multiple cases using telehealth technology		2		
	PC20. organize the relevant case folders for all concerned personnel before the case conferences		1		
	PC21. document all case conferences organized as per organizational policies and procedures		1		
	PC22. support the personnel during utilization of the telehealth technology and premises for online educational programs, assessments, health surveys for various government/non-government entities, etc.		2		

	NOS Total	47	22	15	30
HSS/N5803: Prepare and manage the set-up for teleconsultation	Manage consultation site before teleconsultation	17		8	20
	PC1. notify specialty physician of upcoming appointments		2		
	PC2. display daily patient schedule appropriately for hassle free waiting area		2		
	PC3. check if all relevant information are present in standardized formats related to patient's profile (clinical history, investigation reports and prior prescriptions etc.) before teleconsultation		5		
	PC4. prepare consultation room and telehealth equipment prior to scheduled consultation		5		
	PC5. ensure mock performance check of all sorts of telehealth equipment before any consultation		4		
PC6. ensure back-up coverage for set-up phones, and set-up related activities at other telemedicine consultation sites is available	2				

	Manage consultation site during teleconsultation	18		8	10
	PC7. operate clinical telemedicine applications (live interactive videoconferencing and store-and-forward) for the successful interactive video teleconsultation effectively		4		
	PC8. provide technical assistance during consultation, when necessary		4		
	PC9. troubleshoot minor technical difficulties, and escalate to technical staff when appropriate		4		
	PC10. coordinate with the technical support team to ensure problems and system development needs are addressed timely		4		
	PC11. prepare notes of adequate information during consultation required for further action or referral		4		
	Manage consultation site after teleconsultation	14		8	10
	PC12. ensure equipment are properly turned off when not in use		2		

	PC13. inform the patient regarding the next follow-up schedule		3		
	PC14. follow-through with concerned personnel for further action as decided during teleconsultation.		5		
	NOS Total	49	50	24	40
HSS/N5804: Facilitate bio-medical instrumentation services for telehealth equipment	Support during setting-up of the telehealth equipment	10	5	5	10
	PC1. identify telehealth equipment and applications required to be set-up in telehealth facility				
	PC2. identify the supporting tools, resources and regulatory requirements for selected equipment and technology				
	PC3. coordinate with the relevant authority and agency for setting up, preventive maintenance, technical assistance and repair of the telehealth equipment				
PC4. collect necessary documentation required while setting-up of the telehealth					

	equipment as per organizational policies, government regulations and manufacturer specifications				
	PC5. check if the deliverables, timelines and requisites are met as per given work plan for setting up, preventive maintenance, technical assistance and repair of the telehealth equipment				
	PC6. ensure compliance with all relevant laws, regulations, and codes for technology and technical safety laid down by regulatory bodies like Food and Drug Administration (FDA), Bureau of Indian Standards (BIS), Occupational Safety and Health Administration (OSHA), etc.				
	Ensure periodic calibration, repair and maintenance of telehealth equipment	13	10	5	10
	PC7. facilitate periodic preventive maintenance of all telehealth equipment, applications and technology available in set-up				

	PC8. operate the telehealth equipment safely and correctly				
	PC9. diagnose and repair the minor faults in the telehealth equipment whenever necessary				
	PC10. troubleshoot the major faults in the telehealth equipment whenever necessary				
	PC11. schedule the third party interface for periodic calibration, repair and maintenance of telehealth equipment whenever necessary				
	PC12. plug spills and leakages in equipment and escalate to appropriate authority if unable to rectify				
	PC13. carry out routine cleaning of tools, machines and equipment				
	PC14. coordinate with concerned authority for on-call and on-site technical assistance related to operations and use of telehealth equipment, applications and technology				
	PC15. ensure the telehealth equipment are calibrated time to time and maintain the records				

	PC16. use appropriate personal protective clothing, equipment and personnel monitoring devices while handling all possible exposures from telehealth equipment				
	PC17. complete maintenance documentation related to incoming inspection, all corrective action and preventive maintenance and equipment's final disposition				
	PC18. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment				
	NOS Total	23	15	10	20
HSS/N5805: Provide assistance to healthcare services provider	Collect adequate information from patients/ relatives/ referring physician	18		10	20
	PC1. collect the basic information about the patient in the prescribed format as per organizational policies and procedures related to their present ailment and symptoms		2		

	PC2. enter the clinical, medical, family, gynecological, allergic and treatment history of the patient in the prescribed format		3		
	PC3. gather evidences supporting the clinical history of the patient wherever available and applicable		2		
	PC4. complete the format by enquiring for information from the patients/ relatives/ referring physician		2		
	PC5. record the observations obtained from basic general/systematic physical examination as per organizational policies and procedures		3		
	PC6. exhibit sensitization while delivering services and obtaining information in terms of the patient’s language, ethnicity, race, age, gender, geographical location, socioeconomic, and cultural backgrounds		2		
	PC7. communicate appropriately while interacting with a person with disability		2		
	PC8. obtain the consent forms from the patients as per policies and procedures		2		

	PC9. maintain patient's confidentiality		2		
	Support in providing diagnostic and pharmacy related services	27		10	20
	PC10. identify the diagnostic tests which can be performed in the telehealth set-up and the ones which need to be referred		3		
	PC11. assist in performing basic tele-diagnostic tests through remote patient monitoring programs as per standard operating procedures		3		
	PC12. match the patient's details with the requisition form to ensure accurate identification		2		
	PC13. seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.		2		

	PC14. reassure the person and make them comfortable before beginning the procedure for anxious patients		2		
	PC15. provide details of procedure to be performed to the patient and obtain verbal consent to proceed		2		
	PC16. maintain supplies and stocks for avoiding shortage of materials before the end of the procedure		3		
	PC17. organize all the equipment needed for the procedure and place it within safe and easy reach		2		
	PC18. ensure all equipment to be used is clean, sterilized and in working condition		3		
	PC19. prepare the test site of patient using standard procedures for performing tele-diagnostic tests		2		
	PC20. maintain safety and hygiene while performing tele-diagnostic tests		2		
	PC21. record observations as well as test results in the prescribed format		2		

	PC22. discard all used items in the appropriate category of waste receptacles/bins		2		
	PC23. perform hand hygiene before and after performing tele-diagnostic tests		2		
	PC24. provide information to the patients regarding local diagnostic facilities for the diagnostic tests which cannot be performed in telehealth set-up		3		
	PC25. follow-through with the patient/diagnostic center for the referred diagnostic tests		3		
	PC26. obtain the report and test result from patient/diagnostic center		3		
	PC27. provide information to the patients regarding local pharmacies for ensuring medicine availability		3		
	PC28. follow-through with the patient till they get the prescribed medicine		3		
	PC29. explain prescription dose to the patient		3		

	Update and store patient related information and provide it to the specialty site	15		10	10
	PC30. update all kinds of information either personal or clinical in the patient records electronically		2		
	PC31. scan and upload the supporting evidences like films, videos, photos, documents, forms and other medical records, etc. in the patient records		2		
	PC32. ensure the correct registration ID is used while updating the information		2		
	PC33. keep patient's record carefully, properly and confidentially as per policies and procedures		2		
	PC34. provide the information to the specialty physician periodically		2		
	Handle emergency situations appropriately	18		10	10
	PC35. identify if the emergency situation is medical or non-medical		3		

	PC36. coordinate with the local emergency service provider as per type of emergency situations		3		
	PC37. inform to the patient's family about emergency situation		2		
	PC38. respond to the emergency within emergency response system's average response time		2		
	PC39. perform basic life support or basic first aid in medical emergency situations, as and when required.		5		
	PC40. assist in handling or operating remote patient monitoring programs during emergency situations		5		
	NOS Total	78	100	40	60
HSS/N5806: Manage telehealth facility	Manage database creation, updation and retrieval	13	5	5	10
	PC1. gather all sorts of information necessary to create the database of patients, incoming calls, equipment, logistics, spare parts,				

	vendors and inventory; etc. into the prescribed format				
	PC2. cross-check if the database is accurate and properly formatted in the layout				
	PC3. update the database periodically				
	PC4. convert the database into MIS reports, statistical reports, etc. as and when required				
	PC5. check if the inventory data software reflects actual inventory levels of spare parts, logistics and equipment				
	Manage accounts and funds at patient site	10	4	4	10
	PC6. maintain the records of financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc. appropriately and precisely as per organizational policy				
	PC7. generate, receive and store the invoices, bills, vouchers, receipts, etc. appropriately				
	PC8. ensure reconciliation of bank statements with appropriate personnel				

	PC9. check if there is proper and complete authorization in each financial transaction				
	PC10. ensure proper and secure filing of accounts, funds and other related documents physically and electronically				
	Manage documentation, purchases, inventory and medical records	15	5	5	10
	PC11. plan the replenishment of the equipment, spare parts, logistics as per organizational policy and availability of funds				
	PC12. ensure documents are in place justifying the necessity for logistics, equipment and parts in stock and quantity like purchase orders, financial transactions and other relevant documents/records				
	PC13. follow proper condemnation guidelines of equipment or logistics which are outdated or in non-working condition				
	PC14. coordinate with the appropriate and listed vendor for the purchases as per timelines, quality and financials required.				

	<p>PC15. review the medical records for completeness and maintain them as per the organization protocol</p>				
	<p>PC16. store current and past medical records safely and securely as per organizational policy</p>				
	<p>PC17. retain all medical records for a time specified in the organizational policies</p>				
	<p>PC18. dispose of medical records as per Standard Operating Procedure (SOPs)</p>				
	<p>PC19. take written consent of authorized officer or follow organizational policy for sharing any patient related information to others</p>				
	<p>PC20. ensure that medical records are treated confidential</p>				
	<p>PC21. ensure the safety of records with respect to protection from insects, termites and exposure to heat, fire, dampness and dust</p>				

	PC22. arrange documents and records properly in shelves in numeric order to facilitate easy retrieval when required				
	NOS Total	38	14	14	30
HSS/N9624: Maintain a safe and secure working environment	Workplace safety and security	10	10		10
HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies	Management of Healthcare Waste (Biomedical and General waste)	9	7		8
	Infection control practices	12	7		8
	NOS Total	21	14		16
Grand Total		340	262	128	266

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

Infra requirement:

- Projector
- White board
- Lights
- PPT
- laptops