

# Model Curriculum

## Hospital Front Desk Coordinator

**SECTOR:** Healthcare

**SUB-SECTOR:** Allied Health & Paramedics

**OCCUPATION:** Healthcare Administration

**REF ID:** HSS/Q6101 V 2.0

**NSQF LEVEL:** 4

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# Hospital Front Desk Coordinator

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Hospital Front Desk Coordinator”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Hospital Front Desk Coordinator</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	HSS/Q6101, version 2.0		
<b>Version No.</b>	2.0	<b>Version Update Date</b>	28/07/2022
<b>Pre-requisites to Training</b>	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		
<b>NCO code and Occupation:</b>	NCO-2015/4226.0100, Healthcare Administration		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• enhance their skill and capacities in counsel and manage personnel who visits Healthcare Organization</li> <li>• enhance their knowledge in resource management, advocacy as a Hospital Front Desk Coordinator</li> <li>• enhance Customer Service Excellence and Patient Satisfaction</li> <li>• demonstrate billing activities</li> <li>• enhance skills to work out on medical software for maintain Hospital Information System</li> <li>• demonstrate professional behaviour, personal qualities and characteristics of a Hospital Front Desk Coordinator</li> <li>• direct patients/carer's/visitors to concerned department or authorities</li> <li>• demonstrate correct method of bio-medical waste management</li> <li>• demonstrate basic life support, cardio pulmonary resuscitation and other actions in the event of medical and facility emergencies</li> <li>• demonstrate good communication, communicate accurately and appropriately.</li> <li>• get along with, working with and co-operating with others</li> <li>• report concerns/issues/challenges to higher authorities as per timelines</li> </ul>		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Hospital Front Desk Coordinator” Qualification Pack issued by “Healthcare Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction to functions of Hospital Front Desk Coordinator</b> <b>Theory Duration</b> (hh:mm) 15:00 <b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/N6101, HSS/N6102, HSS/N6103</p>	<ul style="list-style-type: none"> <li>Describe the functions of Hospital Front Desk Coordinator such as:- Help desk management, Call centre / appointment handling/ front office data management</li> <li>Describe about preventive health program management</li> <li>Describe report delivery process</li> <li>Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process</li> <li>Discuss handling different categories of patients - paid / non-paid, emergency, VIPs etc.</li> <li>Describe handling of irate customers and patient attendees Ensuring patient satisfaction - contribution of the front office</li> <li>Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization</li> <li>Present a positive personal image.</li> <li>Define quality improvement process</li> <li>Discuss OPD Management: OPD timings, schedule, registration, billing etc.</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster</p>
2	<p><b>Consent, Reporting &amp; Documentation</b> <b>Theory Duration</b> (hh:mm) 10:00 <b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/N6101</p>	<ul style="list-style-type: none"> <li>Define the scope of practice for hospital front desk coordinator</li> <li>Define consent and discuss the methods of obtaining consent.</li> <li>Understand importance of maintaining various records &amp; how to obtain them.</li> <li>Explain various types of records to be maintained by hospital front desk coordinator</li> <li>Demonstrate essential components of various records and method of documentation and their retrieval</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet</p>
3	<p><b>Basic Structure and Function of the Human Body</b> <b>Theory Duration</b> (hh:mm) 10:00 <b>Practical Duration</b></p>	<ul style="list-style-type: none"> <li>Describe anatomy and functions human body system</li> <li>Describe special needs of vulnerable clients in the hospitals</li> <li>Describe visible symptoms of ill patients or patients who need</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 10:00  <b>Corresponding NOS Code,</b> Bridge Module	immediate attention by medical team	Internet Nursing Manikin Charts poster
4	<b>Introduction to Medical Terminology required related to front desk functioning</b>  <b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> HSS/N6101, HSS/N6103	<ul style="list-style-type: none"> <li>Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family</li> <li>Understand about hospital departments/diagnostic's available with HCO/services available and direct patient to accurate unit</li> <li>Able to identify medical terms and related tariffs/discounts/promotions which can be advised to relevant patients/carer's</li> </ul>	Audio Visual aide White Board Projector Table Chair Internet Charts Poster
5	<b>Infection Control &amp; Prevention</b>  <b>Theory Duration</b> (hh:mm) 15:00 <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> HSS/N9618	<ul style="list-style-type: none"> <li>Identify deviation from normal health</li> <li>Understand management of different types of spillage and their management</li> <li>Understanding of hand hygiene: infection control/exposure control/ PPE</li> <li>Understand hospital/ emergency borne infections</li> <li>Understand prevention and treatment of needle stick injury</li> <li>Understand about incident reporting</li> </ul>	Audio Visual aide White Board Projector Table Chair Internet Charts Poster Hand sanitizer Wash basin Towel
6	<b>Personal Hygiene</b>  <b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> HSS/N9618	<ul style="list-style-type: none"> <li>Develop understanding of the concept of Healthy Living</li> <li>Develop understanding &amp; procedures of Hand Hygiene</li> <li>Develop techniques of self-grooming and maintenance</li> <li>Equip with techniques of use of PPE: the need for and types</li> <li>Vaccinate against common infectious diseases: immunisation to reduce the health risks for self, patients.</li> <li>Understand mandated, highly recommended, and other vaccines for healthcare personnel workers</li> </ul>	Audio Visual aide White Board Projector Table Chair Internet Charts Poster PPE
7	<b>Professional Behavior at work settings</b>  <b>Theory Duration</b> (hh:mm)	<ul style="list-style-type: none"> <li>Describe the factors to establish and maintain peaceful environment</li> <li>Learn general and specific etiquettes to be observed while working</li> </ul>	Audio Visual aide White Board Projector Table

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>15:00 <b>Practical Duration</b> (hh:mm)</p> <p>10:00 <b>Corresponding NOS Code</b> HSS/N6102</p>	<ul style="list-style-type: none"> <li>• Understand need for compliance of organizational hierarchy and reporting</li> <li>• Understand the legal and ethical issues</li> <li>• Understand importance of conservation of resources</li> <li>• Understand your boundaries, roles and responsibilities</li> <li>• Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice</li> <li>• Understand how to promote and demonstrate good practice as an individual and as a team member and the reason for doing this.</li> <li>• Understand the risks to quality and safety if you do not keep up to date with best practice</li> <li>• Understand how you have to manage potential risks to the quality and safety of practice</li> <li>• Understand how to evaluate and reflect on the quality of your work and made continual improvements</li> <li>• Understand 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</li> <li>• Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements</li> <li>• Understand how to report and minimise risk</li> <li>• Understand when to seek support from others</li> </ul>	<p>Chair Internet Charts Poster</p>
8	<p><b>Rights &amp; Responsibilities of Patient's</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b></p>	<ul style="list-style-type: none"> <li>• Describe various patient rights and responsibilities applicable to work area</li> <li>• Describe self-role in maintaining patient's rights</li> <li>• Escalate to competent authority in case of any deviation or non-conformance as per organizational policies and procedures</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N6102		
9	<p><b>Maintain conducive Environment in Emergency Situations</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/N9617</p>	<ul style="list-style-type: none"> <li>Describe things necessary to make the patient feel safe and comfortable</li> <li>Describe impact of comfort on one's health</li> <li>Describe importance and methodology of cleanliness, and hygiene environment</li> <li>Describe variation of patients environment according to settings: road, home, ambulance, hospital, etc.</li> </ul>	<p>Audio Visual aide</p> <p>White Board</p> <p>Projector</p> <p>Table</p> <p>Chair</p> <p>Internet</p> <p>Charts</p> <p>Poster</p>
10	<p><b>Hospital Information System (HIS) – Medical Software Applications</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/N6101, HSS/N6103</p>	<ul style="list-style-type: none"> <li>Describe various modalities for Patient Registration in HIS</li> <li>Describe various characteristics of HIS</li> <li>Describe about important information and credentials to be captured by patient/attenders for HIS</li> <li>Describe basic functioning of HIS</li> <li>Describe escalation matrix in case of non-compliances</li> <li>Assess working status of HIS as and when required</li> <li>Maintain database of visitors/patients etc.</li> <li>Describe the importance of Electronic Health Records/Medical Records/Computerized patient record systems</li> </ul>	<p>Audio Visual aide</p> <p>White Board</p> <p>Projector</p> <p>Table</p> <p>Chair</p> <p>Internet</p> <p>Sample HIS software</p> <p>Charts</p> <p>Poster</p>
11	<p><b>Payment and Billing</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/N6103</p>	<ul style="list-style-type: none"> <li>Describe different modes of Payment utilized in healthcare industry</li> <li>Handle payment received from carers and submit to authorities as per organizational protocol and process</li> <li>Check authenticity of currency notes</li> <li>Provide bill to carers as and when required as per organizational protocol and process</li> <li>Describe various TPA/Insurance services available in the country</li> <li>Describe about various National Health Insurance Scheme and beneficiaries</li> </ul>	<p>Audio Visual aide</p> <p>White Board</p> <p>Projector</p> <p>Table</p> <p>Chair</p> <p>Internet</p> <p>Charts</p> <p>Poster</p> <p>Sample foreign currency</p> <p>Fake currencies</p> <p>True currencies</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Describe about receiving foreign currency as a part of payment process</li> <li>Describe about various international currencies and their values in terms of INR</li> </ul>	
12	<p><b>Customer Service Excellence and Patient Satisfaction</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/N6102</p>	<ul style="list-style-type: none"> <li>Identify needs of the patients/carers to find resolution</li> <li>Have adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients</li> <li>Build empathetic relationship with the patient's/ visitors</li> <li>Use appropriate language and tone and listen carefully to the queries</li> <li>Show sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc.</li> <li>Maintain proper body language and dress code</li> <li>Seek feedback from visitors</li> <li>Ensuring management of foreign clients with differences in culture and language.</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster</p>
13	<p><b>Safety &amp; First Aid</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/N9617</p>	<ul style="list-style-type: none"> <li>Describe common emergency conditions and what to do in medical emergencies</li> <li>Describe basics of first aid</li> <li>To develop understanding and precautions to ensure self- safety</li> <li>Provide care to the patients while moving &amp; transferring is required</li> <li>Demonstrate the use of protective devices (restraints, safety devices)</li> <li>To seek for assistance from appropriate authority in a timely manner</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster</p>
14	<p><b>Basic Life Support</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b></p>	<ul style="list-style-type: none"> <li>Describe identification of cardiac arrest</li> <li>Understand Principles of basic life support ( Adult chain of survival ,CABDs of giving CPR)</li> <li>Describe the correct protocol of chest compression, ventilation and assessment steps</li> <li>Differentiate the single rescuer and two rescuer CPR</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster Nursing manikin</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N9617	<ul style="list-style-type: none"> <li>Describe the conditions when choking occurs</li> <li>Describe the protocol of giving life support during choking</li> </ul>	
15	<b>Bio Medical Waste Management</b>  <b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> HSS/N9618	<ul style="list-style-type: none"> <li>To gain understanding of importance of proper and safe disposal of bio-medical waste &amp; treatment</li> <li>To gain understanding of categories of bio-medical waste</li> <li>To learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc.</li> <li>To gain broad understanding of standards for bio-medical waste disposal</li> <li>To gain broad understanding of means of bio-medical waste treatment</li> </ul>	Different coded color bins, Visit to treatment plant of bio medical waste etc, visit to healthcare facility to learn about BMW
16	<b>Institutional Emergencies, Fire safety and &amp; security</b>  <b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b>  HSS/N9617	<ul style="list-style-type: none"> <li>Learn actions to be initiated in case of fire or any institutional emergency</li> <li>Describe how to use fire extinguisher</li> <li>Understand suspicious behaviour of individuals and tracking the same</li> </ul>	Emergency Codes, fire extinguisher, charts to display deviation from normal health condition (sign & symptoms)
17	<b>Basic Computer Knowledge</b>  <b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 15:00  <b>Corresponding NOS Code</b> Bridge Module	<ul style="list-style-type: none"> <li>To gain understanding about Application of computers</li> <li>Introduction to Computers: –Block diagram –Input and Output devices –Storage devices</li> <li>Introduction to operating systems –Need of Operating systems (OS) –Function of OS –Windows 2000 – Utilities and basic operations –Microsoft office 2000 – MS Word, MS Excel</li> </ul>	Computer with internet facility
18	<b>Soft Skills &amp; Communication</b>  <b>Theory Duration</b> (hh:mm) 10:00 <b>Practical Duration</b>	<ul style="list-style-type: none"> <li>Understand Art of Effective Communication</li> <li>Able to handle Patients &amp; Family through effective and empathetic Communication</li> </ul>	Self-learning and understanding, Group Activity, Scenario based learning's

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 20:00  <b>Corresponding NOS Code</b>  HSS/N9615,HSS/N9616	<ul style="list-style-type: none"> <li>• Able to handle effective Communication with Peers/ colleagues using medical terminology in communication</li> <li>• Learn basic reading and writing skills</li> <li>• Learn sentence formation</li> <li>• Learn grammar and composition</li> <li>• Learn how to enhance vocabulary</li> <li>• Learn Goal setting, team building, team work, time management, thinking and reasoning &amp; communicating with others</li> <li>• Learn problem solving</li> <li>• Understand need for customer service and service excellence in Medical service</li> <li>• Learn objection handling</li> <li>• Learn Telephone and Email etiquettes</li> <li>• Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</li>   <li>• Learn identification of rapidly changing situations and adapt accordingly</li> <li>• Learn decision making ability</li> <li>• Learn planning and organization of work</li> </ul>	
	<b>Total Duration</b>  <b>Theory Duration</b> (hh:mm) 150: 00  <b>Practical Duration</b> (hh:mm) 150: 00	Class Room equipped with following arrangements: Model of Healthcare organizations with different departments, Nursing Manikin, registration desk. Counter/phone/computer/internet facility, Mock HIS software, admission counter with desk provided for keeping documents, billing counter, TPA desk, stapler, sample admission form/ requisite form/ visitor pass, intercom, telephone directory, sign boards, fire extinguisher, uniform, newspaper/magazine/hospital journal stand, Hospital front office stationery, hospital map, hospital manual <ul style="list-style-type: none"> <li>• Interactive lectures &amp; Discussion</li> <li>• Brain Storming</li> <li>• Charts &amp; Models</li> <li>• Activity</li> <li>• Video presentation</li> </ul> Skill lab equipped with following arrangements: <ul style="list-style-type: none"> <li>• Unique equipment as enlisted at the last</li> <li>• Practical Demonstration of various functions</li> <li>• Case study</li> <li>• Role play</li> </ul>	

- Grand Total Course Duration 900:00 Hours (150:00 Hours duration for Class Room, 150:00 Hours Skill Lab Training and 600 hours of mandatory OJT)
- 600 Hours of mandatory OJT/Internship/Clinical or Laboratory Training)  
*(This syllabus/ curriculum has been approved by SSC: Healthcare Sector Skill Council)*

## Trainer Prerequisites for Job role: “Hospital Front Desk Coordinator” mapped to Qualification Pack: “HSS/Q 6101, version 2.0”

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “HSS/Q 6101”.
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	<ul style="list-style-type: none"> <li>•NSQF Level 4 certified Hospital Front Desk Coordinator with 5 years of experience</li> <li>•Medical/Nursing Graduate with additional qualification in Hospital or Healthcare management with 2 years of working experience in healthcare management</li> <li>• MHA/MBA in Healthcare Management with 3 years of working experience in healthcare management</li> </ul>
4a	<b>Domain Certification</b>	Certified for Job Role: “Hospital Front Desk Coordinator” mapped to QP: “HSS/Q 6101”, version 2.0 with scoring of minimum 80%.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102” with scoring of minimum 80%
5	<b>Experience</b>	<ul style="list-style-type: none"> <li>• NSQF Level 4 certified Hospital Front Desk Coordinator with 5 years of experience or</li> <li>• Medical/Nursing Graduate with 2 years of working experience in healthcare management Or</li> <li>• MHA/MBA with 3 years of working experience in healthcare management</li> </ul>

