

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Medical Records and Health Information Technician

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIAN

REFERENCE ID: HSS/Q0551

ALIGNED TO: NCO-2004/NIL

Medical Records and Health Information Technician: in the Healthcare Industry is also known as a Medical Records Clerk, Health Information Clerk, Medical Records Technician, File Clerk, Medical Records Coordinator and Medical Records Analyst.

Brief Job Description: Medical Records and Health information Technician compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. They process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system

Personal Attributes: Medical records and health information technician should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications, familiarity with the techniques of maintaining a filing system, accuracy, dependability, meticulous, communicative, a passion for helping people, experience in medical environment and terminology.the correct specification to curb the chances of it getting lost.

Job Details	Qualifications Pack Code	HSS/Q5501		
	Job Role	Medical Records and Health Information Technician		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	22/05/2013
	Occupation	Medical Records & Health Information Technician	Next review date	22/12/2016
	NSQC Clearance on	18/05/2016		

Job Role	Medical Records and Health Information Technician
Role Description	Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system
NSQF level	4
Minimum Educational Qualifications	Class XII in Science
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N5501: Review patient records for completeness 2. HSS/N5502: Maintain the disease registries and clinical database 3. HSS/N5503: Maintain medical record for statutory compliance 4. HSS/N5504: Maintain medical record for statistical database 5. HSS/N5505: Store medical records 6. HSS/N5506: Maintain confidentiality of medical records 7. HSS/N5507: Maintain medical records for medico legal cases 8. HSS/N9603: Act within the limits of one's competence and authority

	<p>9. HSS/N9606: Maintain a safe , healthy and secure working environment</p> <p>10. HSS/N9607: Practice code of conduct while performing duties</p> <p>Optional N.A</p>
Performance Criteria	As described in the relevant OS units

Definitions	Keywords /Terms	Description
	Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
	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.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
	Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
	National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.	

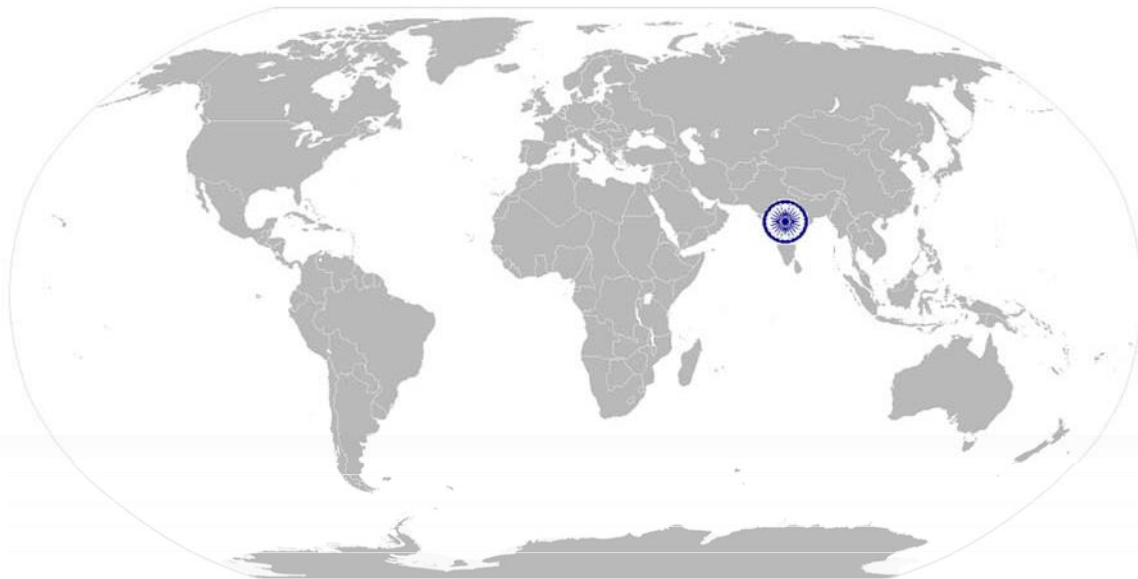
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either “O” ‘N’.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
HIMS	Hospital information management system
HIV	Human immunodeficiency virus
MHRD	Ministry of Human Resource Development

MLC	Medico legal case
MTP	Medical termination of pregnancy
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
QP	Qualification Pack

HSS/N5501

Review patient records for completeness

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Records and Health Information Technician to review patient records for timeliness, completeness, accuracy, and appropriateness of health data.

HSS/N5501

Review patient records for completeness

National Occupational Standard

Unit Code	HSS/N5501
Unit Title (Task)	Review patient records for completeness
Description	This OS unit is about the Medical Records and Health Information Technician reviewing patient records for timeliness, completeness and appropriateness of health data
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Organizing and evaluating the record of observations, medical or surgical interventions, and treatment outcomes for completeness and accuracy
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Organizing and evaluating the record of observations, medical or surgical interventions, and treatment outcomes for completeness and accuracy	To be competent, the user/individual on the job must be able to: PC1. Collect the discharge notes or previous day discharge file from the concerned nurse PC2. Assemble patients' health information PC3. Make sure that patients' initial medical charts are complete PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present PC5. Communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms and files when the information is missing PC6. Use computer programs to perform documentation
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the organisation KA4. How to Follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to assemble health information KB2. How to check the related forms for required data KB3. Medical terminology and usages, covering the full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations KB4. Physiology, major anatomical systems, and related disease processes KB5. How to check medical records forms and formats KB6. Correlation of laboratory test results, procedures, and treatments with diagnosis or seek the help of nurse or concerned doctor KB7. Computerised data entry and information processing systems KB8. Data collection methods for basic health care and research information KB9. How to maintain the HIMS(Hospital information management system)

HSS/N5501

Review patient records for completeness

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
	Decision Making
B. Professional Skills	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it by checking probable locations and contacting individuals likely to have it
	Analytical Thinking
The user/individual on the job needs to know and understand how to: SB7. Follow medical records and diagnoses, and then decide how best to code	

HSS/N5501

Review patient records for completeness

	them in a patient’s medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

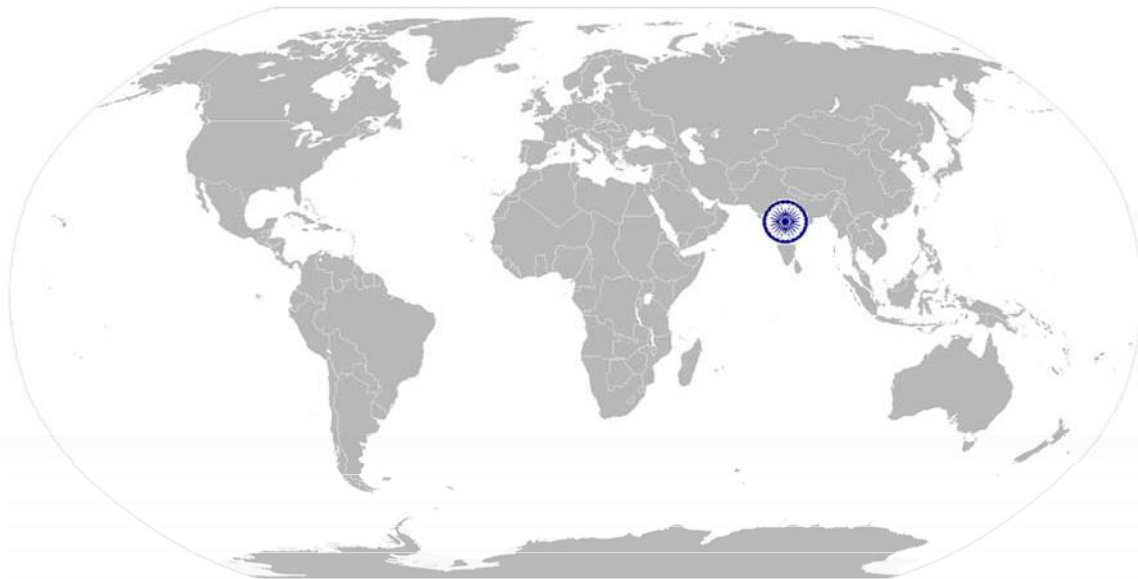
NOS Version Control

NOS Code	HSS/N5501		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Medical Records & Health Information Technician	Next review date	24/12/16

HSS/N5502

Maintain disease registries and clinical database

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Records and Health Information Technician to maintain the disease registries and clinical database

HSS/N5502

Maintain disease registries and clinical database

National Occupational Standard

Unit Code	HSS/N5502
Unit Title (Task)	Maintain disease registries and clinical database
Description	This OS unit is about the Medical Records and Health Information Technician maintaining the disease registries and clinical database
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Correctly and accurately assigning standard disease codes, operation and /or procedure codes to all discharged inpatients records
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Correctly and accurately assigning standard disease codes, operation and /or procedure codes to all discharged inpatients records	To be competent, the user/individual on the job must: <p>PC1. Provide the disease code to the medical record of discharged patient</p> <p>PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes</p> <p>PC3. Provide right code to the right disease</p> <p>PC4. Enter the medical records data in computer</p> <p>PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA4. How to follow established protocols as defined in organisation’s policy while keeping and maintaining the medical records</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. The various ICD codes used</p> <p>KB2. The medical terminologies</p> <p>KB3. How to accurately provide correct code to a particular disease</p> <p>KB4. Discharged inpatient medical records should be coded daily and regularly against the discharge census</p> <p>KB5. How to check the records that are not coded</p> <p>KB6. Compare the final diagnosis of the inpatient admission sheet to the one recorded on the discharge summary, history and physical and progress report, plus the operative and pathology</p> <p>KB7. Reports to ascertain that there are no discrepancies in information. If there are, ask first the doctor for clarification of the diagnosis before putting the code</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <p>SA1. Write medical reports clearly and concisely and in a proper format</p> <p>SA2. Use effective written communication protocols</p>

HSS/N5502

Maintain disease registries and clinical database

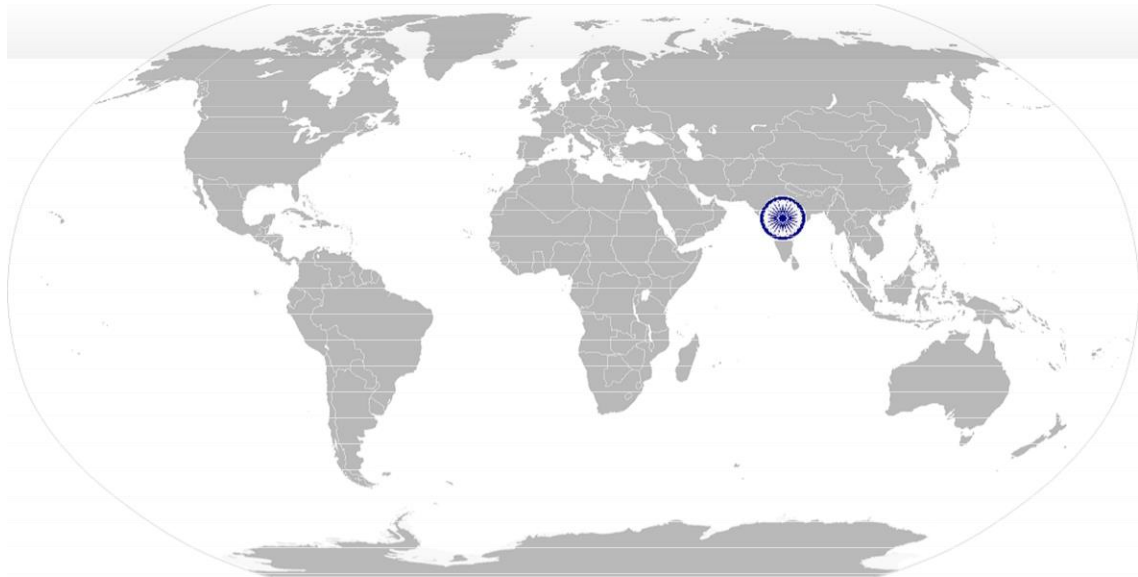
	SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations	

HSS/N5502

Maintain disease registries and clinical database

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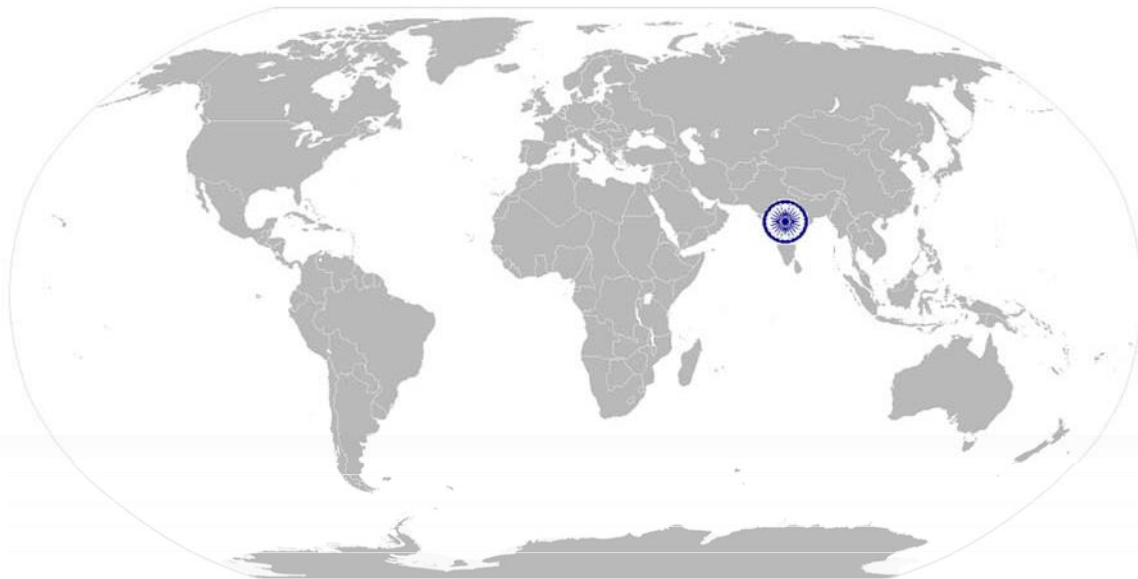
NOS Code	HSS/N5502		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Medical Records & Health Information Technician	Next review date	24/12/16



HSS/N5503

Maintain medical record for statutory compliance

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Records and Health Information Technician to maintain medical record for statutory compliance

HSS/N5503

Maintain medical record for statutory compliance

National Occupational Standard

Unit Code	HSS/N5503
Unit Title (Task)	Maintain medical record for statutory compliance
Description	This OS unit is about the Medical Records and Health Information Technician
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining the medical record for statutory compliance
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining the medical record for statutory compliance	To be competent, the user/individual on the job must be able to: PC1. Record and maintain data for birth and death rates PC2. Provide the data to Municipal corporations for registration PC3. Record and maintain data for communicable diseases/endemic diseases PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B. Technical Knowledge	The user/individual on the job must be able to: KB1. Ensure that the medical record data collected for birth and death is accurate and all demographic and basic details are complete KB2. Provide the birth and death data to municipal corporation /Government bodies for maintaining the census and providing the registries to the concerned person relatives KB3. Provide data related to communicable disease and endemic disease. e.g. Dengue, Malaria, Hepatitis, Bird flu, Swine flu, HIV etc. with demographic details to Government bodies for maintaining the report and statistics
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse

HSS/N5503

Maintain medical record for statutory compliance

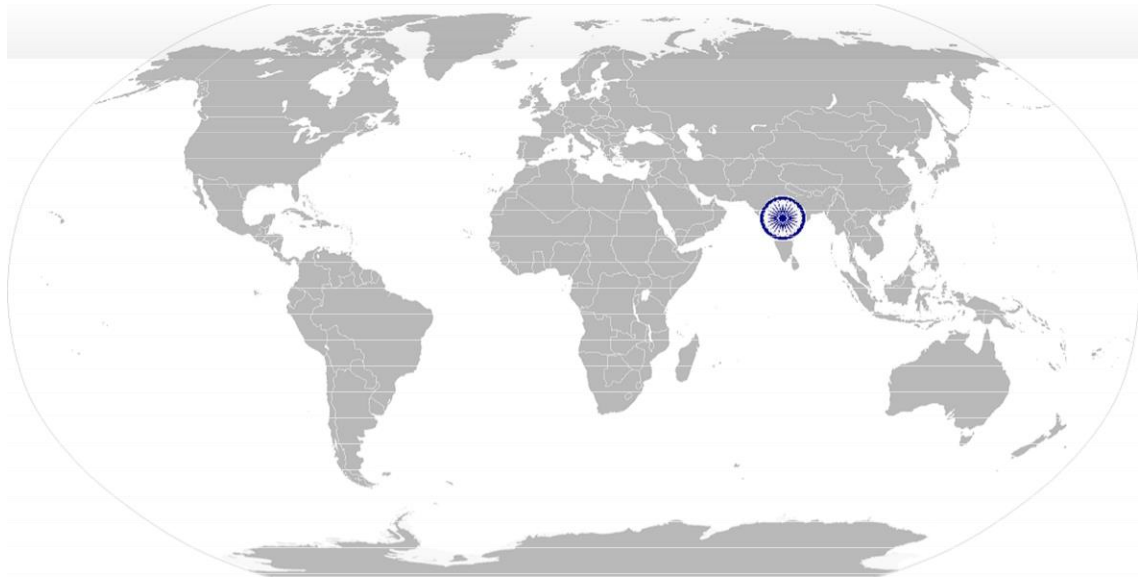
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude</p> <p>SA7. Seek out and listen to colleagues and other health professionals</p> <p>SA8. Communicate with the concerned person if the information provided or the medical records are not complete</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. How to arrange the file management area for easy access and efficiency</p> <p>SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies</p> <p>SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Develop specific goals and plans to prioritise, organise, and accomplish work</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB5. How to maintain patient confidentiality</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to:</p> <p>SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p> <p>SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations</p>

HSS/N5503

Maintain medical record for statutory compliance

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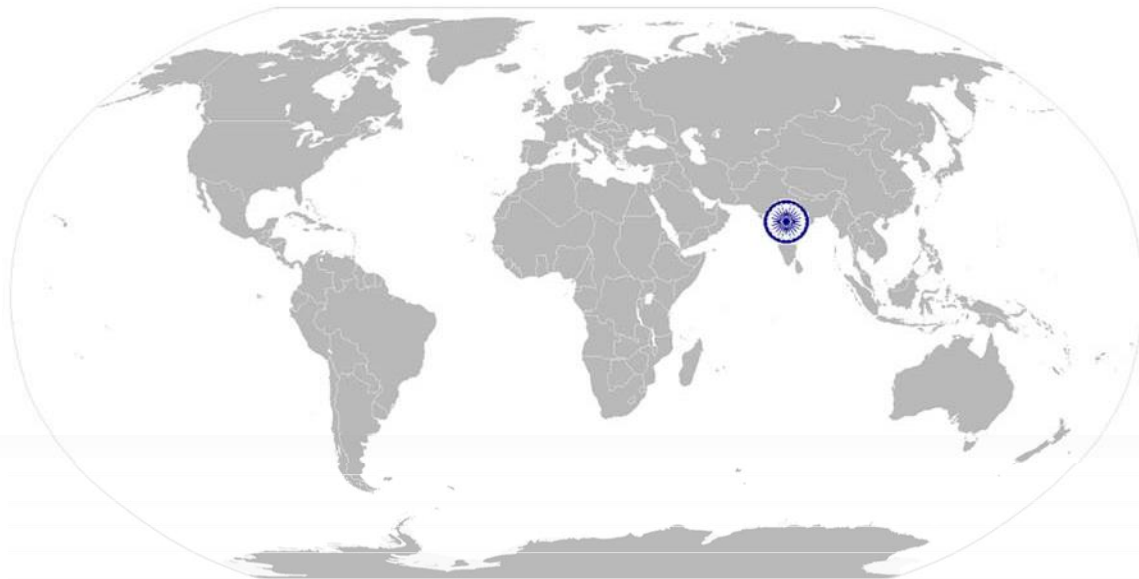
NOS Code	HSS/N5503		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Medical Records & Health Information Technician	Next review date	24/12/16



HSS/N5504

Maintain medical records for statistical database

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to maintain medical record for statistical database.

HSS/N5504

Maintain medical records for statistical database

National Occupational Standard

Unit Code	HSS/N5504
Unit Title (Task)	Maintain medical records for statistical database
Description	This OS unit is about Medical records and health information technician maintaining the medical records for statistical database
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining medical records for statistical database
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining medical records for statistical database	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC1. Ensure to keep the information in the medical records updated PC2. Maintain the record of inpatient and OPD regularly PC3. Maintain the disease record PC4. Ensure to keep track of surgeries, transplant, etc. PC5. Record the statistics weekly, monthly, yearly PC6. Maintain the statistics depending on the information gathered for each case
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. How to prepare the statistics for: <ol style="list-style-type: none"> Number of the OPD cases Number of the surgeries performed Number of transplant Number of the MTP cases Which doctor performed which surgery Number of Medico-legal cases Number of births Number of new borne deaths Number of deaths Number of days a patient stay in hospital Patients attended by same nurse KB2. About the medical terminologies used KB3. How to record the data appropriately

HSS/N5504

Maintain medical records for statistical database

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
	Decision Making
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation,	

HSS/N5504

Maintain medical records for statistical database

	experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations
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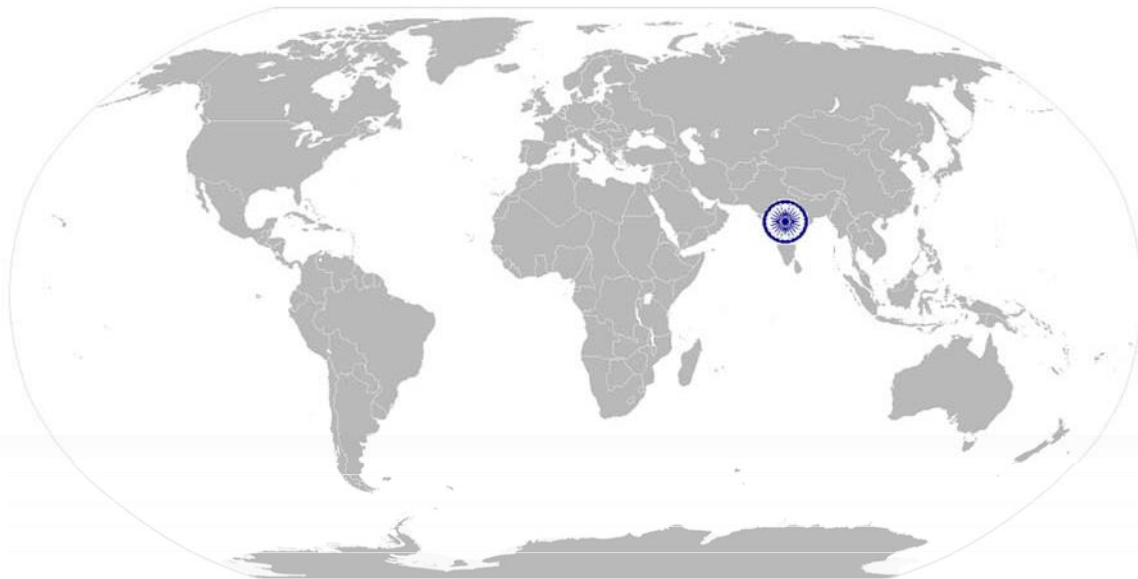
NOS Code	HSS/N5504		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Records & Health Information Technician	Next review date	24/12/16



HSS/N5505

Store medical records

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to store and retain the medical records.

HSS/N5505

Store medical records

National Occupational Standard

Unit Code	HSS/N5505
Unit Title (Task)	Store medical records
Description	This OS unit is about Medical records and health information technician storing and retaining the medical records for future reference
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Storage and retention of medical records for future reference
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Storage and retention of medical records for future reference	To be competent, the user/individual on the job must: <p>PC1. Retain and store the medical records as per the organisation protocol and review them for completion</p> <p>PC2. Know how to store the medical records</p> <p>PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists</p> <p>PC4. Enter the laboratory results in the report carefully</p> <p>PC5. Know how to maintain and store the old records</p> <p>PC6. Take approval prior to destroying any old medical record</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records</p>
B. Technical Knowledge	The user/individual on the job needs to: <p>KB1. Use correct code</p> <p>KB2. Ensure that all data is present if not then ask the concerned person</p> <p>KB3. Check that all laboratory results are same as those in laboratory reports and no information is missing</p> <p>KB4. Regularly update the reports</p> <p>KB5. Know the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant</p> <p>KB6. Arrange records properly in shelves in numeric order to facilitate easy retrieval when required</p> <p>KB7. Take special care to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <p>SA1. Write medical reports clearly and concisely and in a proper format</p> <p>SA2. Use effective written communication protocols</p> <p>SA3. Ensure that laboratory results are accurately documented and retained in</p>

HSS/N5505

Store medical records

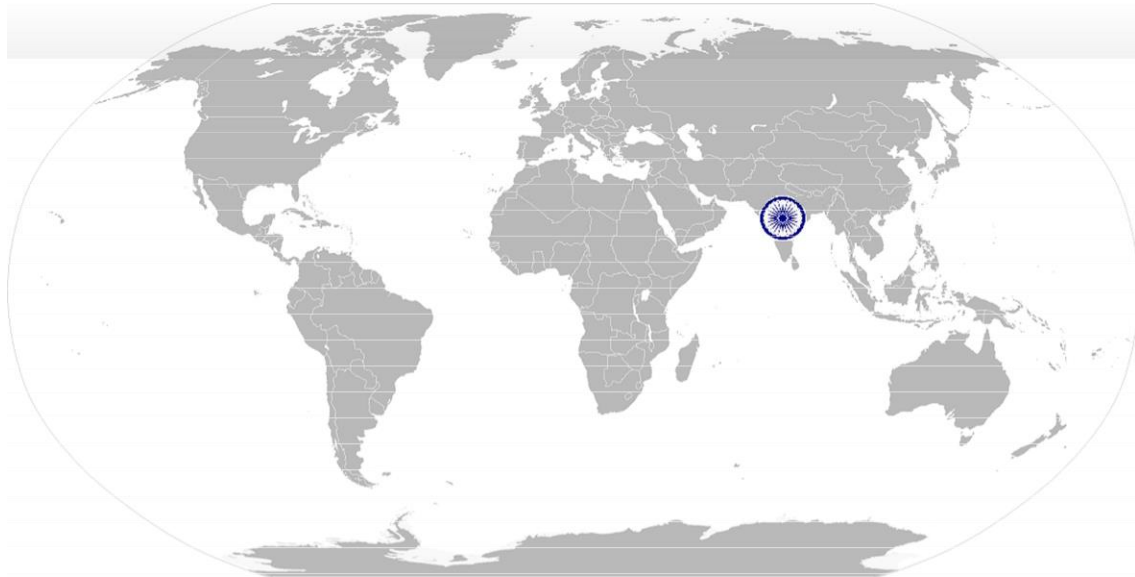
	accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

HSS/N5505

Store medical records

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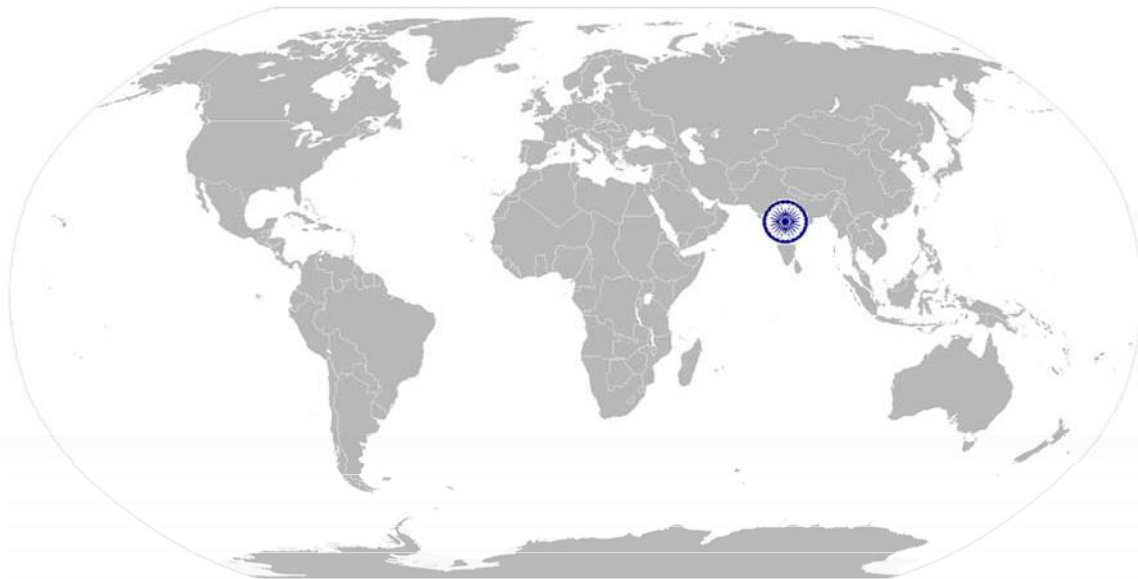
NOS Code	HSS/N5505		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Records & Health Information Technician	Next review date	24/12/16



HSS/N5506

Maintain confidentiality of medical records

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to maintain confidentiality of medical records.

HSS/N5506

Maintain confidentiality of medical records

National Occupational Standard

Unit Code	HSS/N5506
Unit Title (Task)	Maintain confidentiality of medical records
Description	This OS unit is about the Medical records and health information technician maintaining confidentiality of medical records
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining confidentiality of medical records
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining confidentiality of medical records	To be competent, the user/individual on the job must know: PC1. How to maintain the confidentiality of the medical records PC2. That patient information should not be disclosed to any unauthorised person PC3. The process and written consent of authorized person before releasing any information related to patient records PC4. Medical Records in the department are kept secured and in strict confidentiality
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Medical Records can be taken out of Medical Records Department only by authorised persons KB2. If the file/s are required for a purpose, other than patient appointment, the persons requesting the file/s should have written consent available KB3. To ensure maximum security against loss, tampering and from use by any unauthorized individual: <ul style="list-style-type: none"> No un-authorized persons should be allowed to enter medical records department or to have access to patient medical records out of the department Patients or their relatives will not be allowed to carry the patient files or to keep them in their possessions KB4. Disclosure of information contained in the medical records are a breach of confidentiality KB5. Disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format

HSS/N5506

Maintain confidentiality of medical records

	<p>SA2. Use effective written communication protocols</p> <p>SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to:</p> <p>SA4. Understand written sentences and paragraphs in work related documents</p> <p>SA5. Read the lab results and medical reports provided by nurse</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude</p> <p>SA7. Seek out and listen to colleagues and other health professionals</p> <p>SA8. Communicate with the concerned person if the information provided or the medical records are not complete</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB1. How to arrange the file management area for easy access and efficiency</p> <p>SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies</p> <p>SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Develop specific goals and plans to prioritise, organise, and accomplish work</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB5. How to maintain patient confidentiality</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient’s medical records</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p> <p>SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations</p>

HSS/N5506

Maintain confidentiality of medical records

NOS Version Control

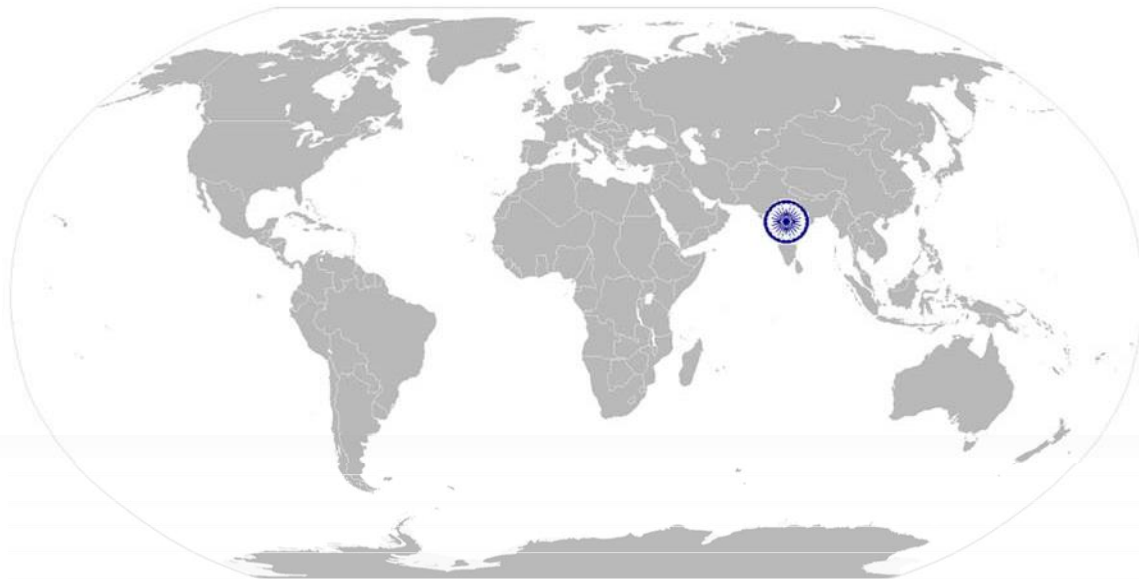
NOS Code	HSS/N5506		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Records & Health Information Technician	Next review date	24/12/16



HSS/N5507

Maintain medical records for medico legal cases

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to maintain medical records for medico legal cases.

HSS/N5507

Maintain medical records for medico legal cases

National Occupational Standard	Unit Code	HSS/N5507
	Unit Title (Task)	Maintain medical records for medico legal cases
	Description	This OS unit is about the Medical records and health information technician maintain the medical record for medico legal cases
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Policies and procedures for keeping medico legal cases , Maintaining medico legal cases records
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Policies and procedures for keeping medico legal cases , Maintaining medico legal cases records	To be competent, the user/individual on the job must know: PC1. How to properly keep the record of medico legal case PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records PC3. How to keep and maintain the record files for long duration
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation’s policy while keeping and maintaining the medical records
	B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to follow the laws related to medico legal record keeping KB2. How to record different type of cases separately KB3. How long to keep a particular medico legal record as per the organisational protocols and policies
Skills (S)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation	
	Reading Skills	
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse	

HSS/N5507

Maintain medical records for medico legal cases

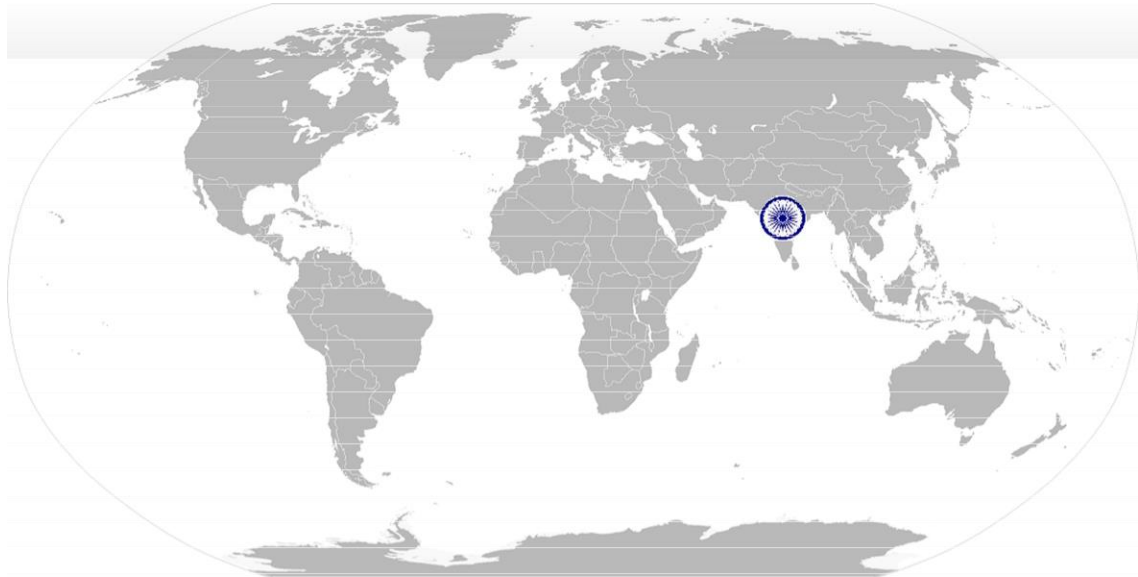
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient’s medical records
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations applies existing skills to new situations	

HSS/N5507

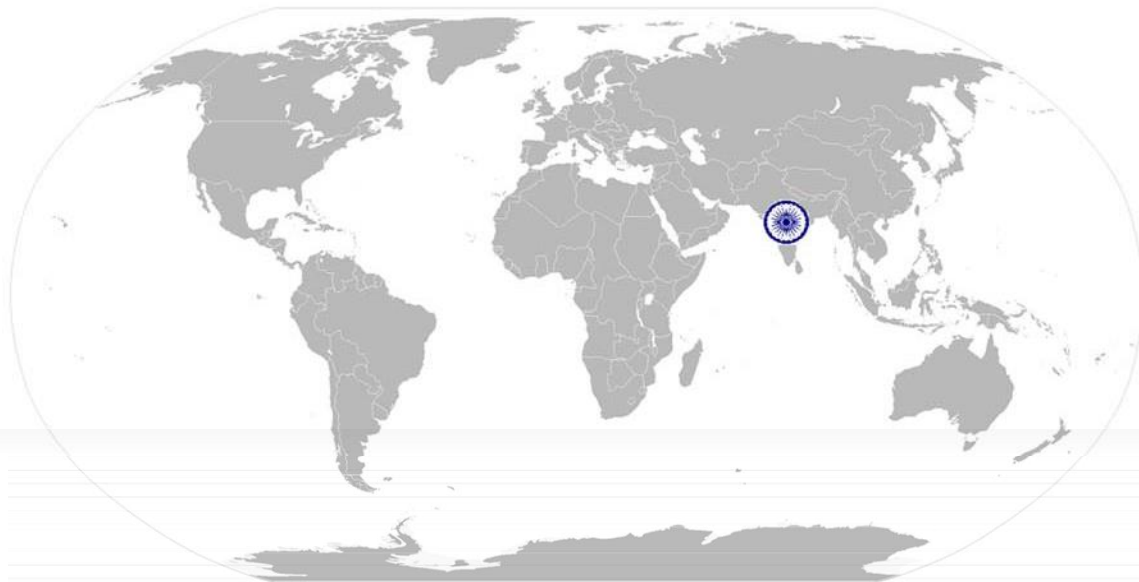
Maintain medical records for medico legal cases

NOS Version Control

NOS Code	HSS/N5507		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Records & Health Information Technician	Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to recognise the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9603

Act within the limits of one's competence and authority

National Occupational Standard

Unit Code	HSS/N9603
Unit Title	Act within the limits of one's competence and authority
Description	<p>This OS unit is about recognizing the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> ○ Knowing one's job role ○ Knowing one's job responsibility ○ Recognizing the job role and responsibilities of co workers <p>Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission'.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one's role</p> <p>PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. Maintain competence within one's role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. The medical procedures and functioning of required medical equipment</p> <p>KA3. Role and importance of assisting other healthcare providers in delivering care</p>

HSS/N9603

Act within the limits of one's competence and authority

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one's role and responsibilities and other team members KB2. The reasons for working within the limits of one's competence and authority KB3. The importance of personally promoting and demonstrating good practice KB4. The legislation, protocols and guidelines effecting one's work KB5. The organisational systems and requirements relevant to one's role KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support ○ Lack of resources <p>KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements KB10. How to Report and minimise risks KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organizational policies SA6. Keep updated with the latest knowledge</p> <p>Oral Communication (Listening and Speaking skills)</p>

HSS/N9603

Act within the limits of one's competence and authority

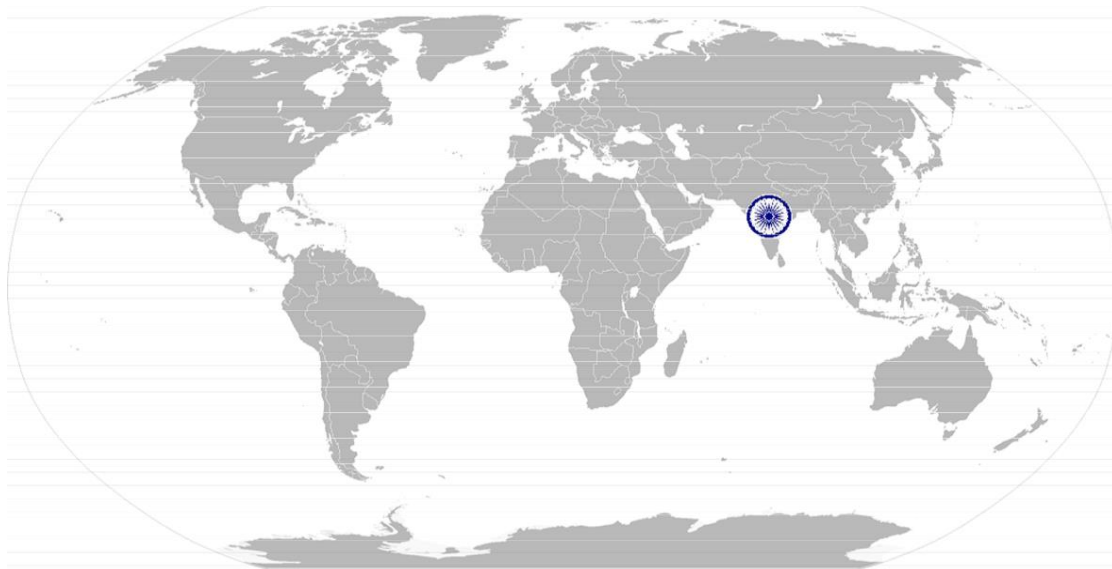
	The user/individual on the job needs to know and understand how to: SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with a patient
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work in relation to job role
	Plan and Organize
	Not applicable
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/N9603

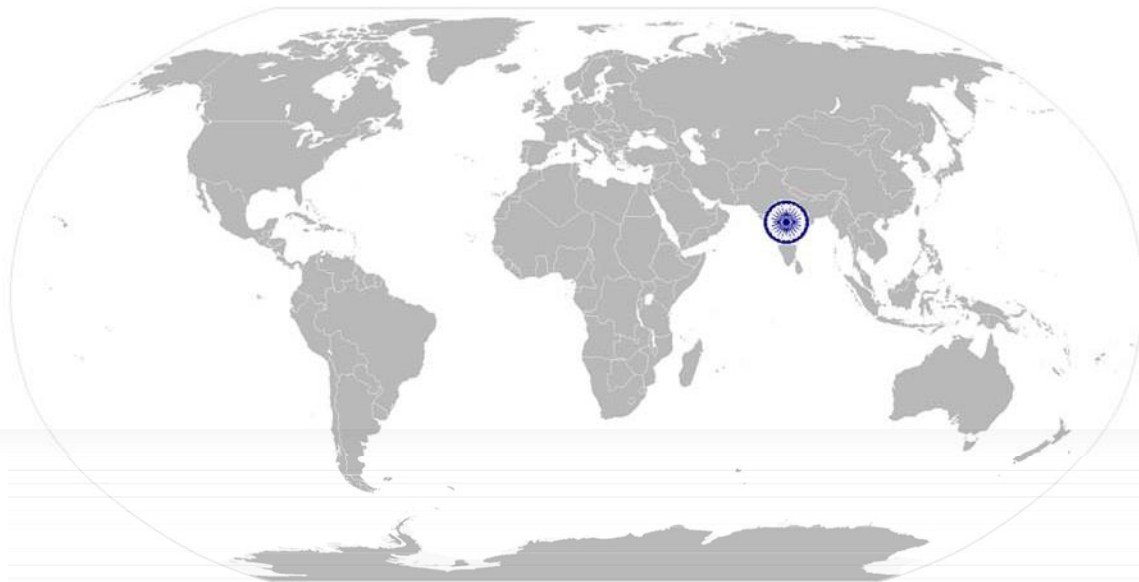
Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/N9603		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

HSS/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/N9606
Unit Title	Maintain a safe, healthy, and secure working environment
(Task)	
Description	<p>This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions</p> <p>This OS unit applies to all Allied Health professionals working within an organised workplace</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> • Complying the health, safety and security requirements and procedures for Workplace • Handling any hazardous situation with safely, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. Comply with health, safety and security procedures for the workplace</p> <p>PC3. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC4. Identify potential hazards and breaches of safe work practices</p> <p>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected</p> <p>PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently</p> <p>PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC9. Complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. The importance of health, safety, and security in the workplace</p> <p>KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>

HSS/N9606

Maintain a safe, healthy, and secure working environment

<p>B. Technical Knowledge</p>	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>Reading Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p> <p>Customer Centricity</p> <p>To be competent, the user / individual on the job needs to know and understand:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>Problem Solving</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>

HSS/N9606

Maintain a safe, healthy, and secure working environment

	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB9. Analyse the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

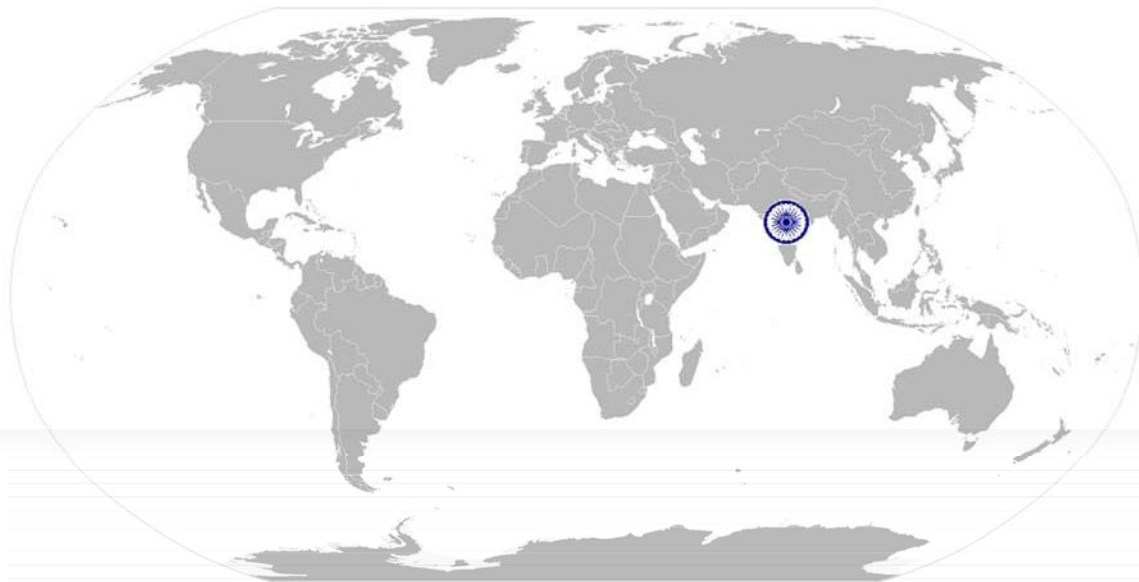
NOS Version Control

NOS Code	HSS/N9606		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to practice code of conduct setup by the healthcare provider.

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard

Unit Code	HSS/N9607
Unit Title	Practice code of conduct while performing duties
(Task)	
Description	<p>This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice</p> <p>This OS unit applies to all Allied health professionals working in an organized environment and to whom specific regulations and codes of conduct apply</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Recognizing the guidelines and protocols relevant to the field and practice <p>Following the code of conduct as described by the healthcare provider</p> <p>Demonstrating best practices while on the field</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and patient safety</p> <p>PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospital</p> <p>KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA3. Personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others</p> <p>KB2. The importance of working within the limits of one's competence and authority</p> <p>KB3. The detrimental effects of non-compliance</p> <p>KB4. The importance of personal hygiene</p> <p>KB5. The importance of intercommunication skills</p> <p>KB6. The legislation, protocols and guidelines related to the role</p> <p>KB7. The organisational systems and requirements relevant to the role</p> <p>KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. The difference between direct and indirect supervision and autonomous</p>

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	<p>practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> Working outside the boundaries of competence and authority not keeping up to date with best practice poor communication insufficient support lack of resources <p>KB11. The organizational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules with co-workers SA2. Prepare status and progress reports related to patient care SA3. Update the physician and the other co-workers
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Read about procedures, regulations and guidelines related to the organization and the profession SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA6. Interact with patients SA7. Give clear instructions to patients, patients relatives and other healthcare providers SA8. Avoid using jargon, slang or acronyms, while communicating with a patient
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise SB2. Act decisively by balancing protocols and work at hand
	Plan and Organize
	Not applicable
	Customer Centricity
	To be competent, the user / individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Maintain patient confidentiality

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	SB5. Respect the rights of the patient(s) SB6. Respond patients' queries and concerns SB7. Maintain personal hygiene to enhance patient safety
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

NOS Version Control

NOS Code	HSS/N9607		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Medical Records & Health Information Technician
Qualification Pack Code	HSS/ Q 5501
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Skills Practical and Viva (80% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (80% of Max. Marks)	400
Theory (20% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50

Grand Total-(Skills Practical and Viva + Theory)		600			
Final Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totaling 400			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS / N 5501: Review patient records for completeness	PC1. Collect the discharge notes or previous day discharge file from the concerned nurse	200	50	15	35
	PC2. Assemble patients' health information		20	10	10
	PC3. Make sure that patients' initial medical charts are complete		30	10	20
	PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present		50	15	35
	PC5. Communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms and files when the information is missing		20	5	15
	PC6. Use computer programs to perform documentation		30	5	25
	Total			200	60
2.HSS / N 5502: Maintain disease registries and clinical database	PC1. Provide the disease code to the medical record of discharged patient	200	45	10	35
	PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes		40	10	30
	PC3. Provide right code to the right disease		40	10	30
	PC4. Enter the medical records data in computer		30	5	25

	PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.		45	10	35
	Total		200	45	155
3.HSS / N 5503: Maintain medical record for statutory compliance	PC1. Record and maintain data for birth and death rates	200	50	15	35
	PC2. Provide the data to Municipal corporations for registration		50	15	35
	PC3. Record and maintain data for communicable diseases/endemic diseases		50	15	35
	PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies		50	15	35
	Total		200	60	140
4.HSS/ N 5504: Maintain medical records for statistical database	PC1. Ensure to keep the information in the medical records updated	200	30	10	20
	PC2. Maintain the record of inpatient and OPD regularly		30	10	20
	PC3. Maintain the disease record		30	10	20
	PC4. Ensure to keep track of surgeries, transplant, etc.		40	10	30
	PC5. Record the statistics weekly, monthly, yearly		40	10	30
	PC6. Maintain the statistics depending on the information gathered for each case		30	10	20
	Total		200	60	140
5. HSS / N 5505: Store medical records	PC1. Retain and store the medical records as per the organisation protocol and review them for completion	200	40	10	30
	PC2. Know how to store the medical records		30	20	10
	PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists		30	15	15
	PC4. Enter the laboratory results in the report carefully		30	15	15
	PC5. Know how to maintain and store the old records		30	15	15
	PC6. Take approval prior to destroying any old medical record		40	10	30
	Total		200	85	115

6.HSS/ N 5506: Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records	200	40	10	30
	PC2. That patient information should not be disclosed to any unauthorised person		30	0	30
	PC3. The process and written consent of authorized person before releasing any information related to patient records		70	20	50
	PC4. Medical Records in the department are kept secured and in strict confidentiality		60	10	50
	Total		200	40	160
7.HSS/ N 5507: Maintain medical records for medico legal cases	PC1. How to properly keep the record of medico legal case	200	80	20	60
	PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records		60	10	50
	PC3. How to keep and maintain the record files for long duration		60	10	50
	Total		200	40	160
Grand Total-1 (Subject Domain)		400			
Soft Skills and Communication		Pick one field from both parts each carrying 50 marks totaling 100			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2

	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
			30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
				20	7
Attitude Total		50	50	19	31
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Safety management					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1

	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
			50	25	25
Grand Total-2 (Soft Skills and communication)			100		
Detailed Break Up of Marks			Theory		
Subject Domain			Pick all PCs of all NOS totaling 80		
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation		
			Theory		
1. HSS / N 5501: Review patient records for completeness	PC1. Collect the discharge notes or previous day discharge file from the concerned nurse	16	2		
	PC2. Assemble patients' health information		2		
	PC3. Make sure that patients' initial medical charts are complete		4		
	PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present		4		
	PC5. Communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms and files when the information is missing		2		
	PC6. Use computer programs to perform documentation		2		
Total			16		

2.HSS / N 5502: Maintain disease registries and clinical database	PC1. Provide the disease code to the medical record of discharged patient	14	4
	PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes		2
	PC3. Provide right code to the right disease		2
	PC4. Enter the medical records data in computer		2
	PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.		4
	Total		14
3.HSS / N 5503: Maintain medical record for statutory compliance	PC1. Record and maintain data for birth and death rates	10	2
	PC2. Provide the data to Municipal corporations for registration		2
	PC3. Record and maintain data for communicable diseases/endemic diseases		2
	PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies		4
	Total		10
4.HSS/ N 5504: Maintain medical records for statistical database	PC1. Ensure to keep the information in the medical records updated	14	2
	PC2. Maintain the record of inpatient and OPD regularly		2
	PC3. Maintain the disease record		2
	PC4. Ensure to keep track of surgeries, transplant, etc.		2
	PC5. Record the statistics weekly, monthly, yearly		4
	PC6. Maintain the statistics depending on the information gathered for each case		2
	Total		14
5. HSS / N 5505: Store medical records	PC1. Retain and store the medical records as per the organisation protocol and review them for completion	12	2
	PC2. Know how to store the medical records		2
	PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists		2

	PC4. Enter the laboratory results in the report carefully		2
	PC5. Know how to maintain and store the old records		2
	PC6. Take approval prior to destroying any old medical record		2
	Total		12
6.HSS/ N 5506: Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records	8	2
	PC2. That patient information should not be disclosed to any unauthorised person		2
	PC3. The process and written consent of authorized person before releasing any information related to patient records		2
	PC4. Medical Records in the department are kept secured and in strict confidentiality		2
	Total		8
7.HSS/ N 5507: Maintain medical records for medico legal cases	PC1. How to properly keep the record of medico legal case	6	2
	PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records		2
	PC3. How to keep and maintain the record files for long duration		2
	Total		6
Grand Total-1 (Subject Domain)		80	80
Soft Skills and Communication		Select each part each carrying 10 marks totaling 20	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
Part 1 (Pick one field randomly carrying 50 marks)			
1. Attitude			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	6	6
	PC2. Work within organisational systems and requirements as appropriate to one's role		

	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		6
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice		
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field of practice	4	4
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and patient safety		
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	Total		4
	Attitude Total	4	10
	Part 1 Total	10	10
Part 2 (Pick one field as per NOS marked carrying 50 marks)			
2. Safety management			
HSS/ N 9606 (Maintain a safe, healthy, and secure working	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	10	10

environment)	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	Total		
Part 2 Total		10	10
Grand Total-2 (Soft Skills and communication)		20	