

# Model Curriculum

## Hospital Front Desk Coordinator

**SECTOR:** Healthcare  
**SUB-SECTOR:** Allied Health & Paramedics  
**OCCUPATION:** Non Direct Care  
**REF ID:** HSS/Q6101  
**NSQF LEVEL:** 4



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**HEALTHCARE SECTOR SKILL COUNCIL**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'Hospital Front Desk Coordinator'  
QP No. 'HSS/Q6101 NSQF Level 4'

Date of Issuance: March 13<sup>th</sup>, 2018

Valid up to: March 12<sup>th</sup>, 2021

\* Valid up to the next review date of the Qualification Pack



Authorised Signatory  
(Healthcare Sector Skill Council)

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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 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	12/03/2021
<b>Pre-requisites to Training</b>	Class XII		
<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,HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</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></p> <p><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, HSS/N6102, HSS/N6103,HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</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</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		and their retrieval	
3	<p><b>Basic Structure and Function of the Human Body</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,HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</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 immediate attention by medical team</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Nursing Manikin Charts poster</p>
4	<p><b>Introduction to Medical Terminology required related to front desk functioning</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/N6101, HSS/N6102, HSS/N6103,HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</p>	<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>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster</p>
5	<p><b>Infection Control &amp; Prevention</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> HSS/N9617, HSS/N9618</p>	<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>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster Hand sanitizer Wash basin Towel</p>
6	<p><b>Personal Hygiene</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>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:</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster PPE</p>

Sr. No	Module	Key Learning Outcomes	Equipment Required
-	HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<p>immunisation to reduce the health risks for self, patients.</p> <ul style="list-style-type: none"> <li>Understand mandated, highly recommended, and other vaccines for healthcare personnel workers</li> </ul>	
7	<p><b>Professional Behavior at work settings</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/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<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> <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</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster</p>

Sr. No	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>minimise risk</li> <li>Understand when to seek support from others</li> </ul>	
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> HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</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>
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/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</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 White Board Projector Table Chair Internet Charts 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</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Sample HIS software Charts Poster</p>



Sr. No	Module	Key Learning Outcomes	Equipment Required
		record systems	
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/N6101, HSS/N6102, 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> <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>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster Sample foreign currency Fake currencies True currencies</p>
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/N6101, HSS/N6102, HSS/N6103,HSS/N9615,HSS/N961 6, HSS/N9617, HSS/N9618</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></p>	<ul style="list-style-type: none"> <li>Describe common emergency conditions and what to do in medical emergencies</li> </ul>	<p>Audio Visual aide White Board</p>

Sr. No	Module	Key Learning Outcomes	Equipment Required
.	<p>(hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> <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>Projector Table Chair Internet Charts Poster</p>
14	<p><b>Basic Life Support</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/N9617, HSS/N9618</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> <li>Describe the conditions when choking occurs</li> <li>Describe the protocol of giving life support during choking</li> </ul>	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster Nursing manikin</p>
15	<p><b>Bio Medical Waste Management</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/N9618</p>	<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>	<p>Different coded color bins, Visit to treatment plan of bio medical waste etc, visit to healthcare facility to learn about BMW</p>
16	<p><b>Institutional Emergencies, Fire safety and &amp; security</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00 <b>Practical Duration</b></p>	<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</li> </ul>	<p>Emergency Codes, fire extinguisher, charts to display deviation from normal health</p>

Sr. No	Module	Key Learning Outcomes	Equipment Required
.	(hh:mm) 05:00  <b>Corresponding NOS Code</b>  HSS/N9617, HSS/N9618	tracking the same	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> Introductory	<ul style="list-style-type: none"> <li>To gain understanding about Application of computers</li> <li>Introduction to Computers: <ul style="list-style-type: none"> <li>-Block diagram</li> <li>-Input and Output devices</li> <li>-Storage devices</li> </ul> </li> <li>Introduction to operating systems <ul style="list-style-type: none"> <li>-Need of Operating systems (OS)</li> <li>-Function of OS</li> <li>-Windows 2000 – Utilities and basic operations</li> <li>-Microsoft office 2000 – MS Word, MS Excel</li> </ul> </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> (hh:mm) 20:00  <b>Corresponding NOS Code</b>  HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<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> <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</li> </ul>	Self-learning and understanding , Group Activity, Scenario based learning's

Sr. No	Module	Key Learning Outcomes	Equipment Required
-		<p>to act efficiently</p> <ul style="list-style-type: none"> <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>	
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> (hh:mm) 155: 00</p> <p><b>Practical Duration</b> (hh:mm) 145: 00</p>	<p>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</p> <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> <p>Skill lab equipped with following arrangements:</p> <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 1000:00 Hours (155:00 Hours duration for Class Room, 145:00 Hours Skill Lab Training and 700 hours of mandatory OJT)
- 700 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 1.0”

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 1.0 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>

### Annexure: Assessment Criteria

Assessment Criteria	
Job Role	<b>Hospital Front Desk Coordinator</b>
Qualification Pack	<b>HSS/Q6101</b>
Sector Skill Council	<b>Healthcare Sector Skill Council</b>
Sr. No.	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.	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4.	Individual assessment agencies will create unique question papers for theory part for each candidate at examination/ training centre (as per assessment criteria below)
4.	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion
5.	To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment
6.	In case of <i>unsuccessful completion</i> , the trainee may seek reassessment on the Qualification Pack

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory )	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
<b>1.HSS/N6101: accomplish allocated task at hospital front desk</b>	PC1. Analyse the requirement and answer the queries accordingly	20	200	10	5	5
	PC2. Handle the queries received over a phone/mail/visiting patients etc. applying relevant medical words & terms used in hospitals.			5	2	3
	PC3. Coordinate for care needs with other care providers through appropriate communication method.			5	2	3
	PC4. Manage need and requirement of patient's relative and hospital/clinic staff.			5	2	3
	PC5. Enter patient details and other data in Hospital Information System/relevant communication channel.			5	2	3
	PC6. Up- to-date with latest details & schedules of Doctors, specialties, appointment timings, bed occupancy, approx. discharge timings, cost etc.			10	5	5

PC7. Manage requirements of patients, their attendants & visitors from admission to discharge .	10	4	6
PC8. Manage requirements of Doctors & hospital staff	5	2	3
PC9 Manage special requirements of differently abled persons or special needs required by patients	5	2	3
PC10. Handle tactfully Officials & VIPs as per the needs in accordance to hospital policies	10	5	5
PC11.Ensure smooth patient flow within the hospital	5	2	3
PC12. Ensure hospital environment is comfortable & pleasing to patients, visitors, employees & others	10	5	5
PC13. Collect information and documents from new patient or recheck of repeat patient for patient registration with compliance to regulatory and organizational requirements	10	5	5
PC14. Cross check the identity document details of the patients against original	5	2	3
PC15. Complete the registration details after interacting with the patient/attenders & concerned physician on details including room type, room number, tariff details, health insurance details, payment method etc.	5	2	3
PC16.. Receive patient signature on completed patient registration document	10	5	5
PC17. Update the patient registration details to relevant authority.	5	2	3
PC18. Return the original document immediately after scanning or copying	5	2	3
PC19. Ensure all mandatory patient details are captured as per regulatory requirement	5	2	3
PC20. Cross check patient details appropriately for patient identification purposes	10	5	5



	PC21. Address the concerns as per the set TAT (Turn Around Time) criteria for the area involved.			5	2	3
	PC22. Set different goals for patient care keeping in mind the hospitals policy			5	2	3
	PC23. Raise alarm and announce emergency code as defined & as per situation			10	5	5
	PC24 Maintain confidentiality of patient records, medico legal cases, preservation, information management			5	2	3
	PC25. Comply with relevant legislation, standards, policies and procedures			5	2	3
	PC26. Assist for queries regarding availing of medical insurance			10	5	5
	PC27.Direct the patient/attenders to the concerned department or authority			10	5	5
	PC28.Assist for various third party payment mechanisms including CGHS, ECHS, Public Sector undertakings, types of special arrangements , Universal Health Insurance coverage scheme in prevalent states			5	2	3
	PC29. Ensure eligible person is availing the facility			5	2	3
	Total	20	200	200	90	110
<b>2.HSS/N6102: Ensure Customer Service Excellence &amp; Patient Satisfaction</b>	PC1. Maintain service excellence in healthcare settings keeping empathy, passion and patience	30	200	50	30	20
	PC2. Meet patients / visitors expectations as much as possible in various hospital areas in accordance to organizational policies			20	10	10
	PC3. Coordinate to address complaints related to service provided			20	10	10
	PC4. Ensure corrective & preventive actions are taken timely for patients / visitors concerns			20	10	10
	PC5. Know the departmental process and adhere to them while assisting			20	10	10



	PC6. Indulge in training at regular intervals to learn best practices			30	10	20
	PC7. Apply process quality tools used in the organization as directed			40	10	30
	Total	30	200	200	90	110
<b>3.HSS/N6103:Perform billing activities</b>	PC1. Identify the services being rendered to the client	30	200	10	5	5
	PC2. Assess accurateness of the invoice generated through various means			20	10	10
	PC3. Check that payments from patients are valid and accurate			30	20	10
	PC4. Record payments from patients promptly and accurately as per organizational policies			20	10	10
	PC5. Record clearly and accurately the reasons if payments are overdue.			20	10	10
	PC6. Identify problems accurately and sort them out promptly.			10	5	5
	PC7. Inform senior or concerned authority promptly about any problems that you cannot sort out.			20	10	10
	PC8. Store collected payments securely and in line with organization Policies			20	10	10
	PC9. Check that charges, credits made to patient accounts are correct.			10	5	5
	PC10. Identify and sort out problems with patient accounts.			20	10	10
	PC11. Inform senior or concerned authority promptly about problems with patient accounts which are beyond the limits of competence & authority			20	10	10
	Total	30	200	200	105	95
<b>4. HSS/N9615: Maintain Interpersonal relationship with colleagues, patients and others</b>	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	50	5	2	3
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual			3	1	2
	PC3. Confirm that the needs of the individual have been met			2	0	2

	PC4. Respond to queries and information needs of all individuals			2	1	1
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality			2	1	1
	PC6. Respect the individual's need for privacy			5	2	3
	PC7. Maintain any records required at the end of the interaction			2	1	1
	PC8. Integrate one's work with other people's work effectively			2	1	1
	PC9. Utilize time effectively and pass on essential information to other people on timely basis			5	2	3
	PC10. Work in a way that shows respect for other people			2	1	1
	PC11. Carry out any commitments made to other people			2	1	1
	PC12. Reason out the failure to fulfill commitment			2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems			2	1	1
	PC14. Clearly establish, agree, and record the work requirements			2	1	1
	PC15. Ensure his/her work meets the agreed requirements			2	1	1
	PC16. Treat confidential information correctly			5	2	3
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role			5	2	3
	TOTAL	5	50	50	21	29
<b>5.HSS/N9616: Maintain professional &amp; medico-legal conduct</b>	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	5	50	5	2	3
	PC2. Work within organizational systems and requirements as appropriate to one's role			5	2	3
	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority			10	5	5

	PC4. Maintain competence within one's role and field of practice			5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem			5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice			5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times			5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice			5	2	3
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements			5	2	3
	TOTAL	5	50	50	21	29
<b>6.HSS/N9617: Maintain a safe, healthy and secure working environment</b>	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	50	2	1	1
	PC2. Comply with health, safety and security procedures for the workplace			2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety			2	1	1
	PC4. Identify potential hazards and breaches of safe work practices			5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations			5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority			4	2	2
	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable			5	2	3
	PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently			5	2	3
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person			5	2	3

	PC10. Complete any health and safety records legibly and accurately			5	2	3
	PC11. Report any identified breaches in health, safety, and security procedures to the designated person			5	2	3
	PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected			5	2	3
	Total	5	50	50	21	29
<b>7.HSS/N9618: Follow biomedical waste disposal and infection control policies and procedures</b>	PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	5	50	5	2	3
	PC2.Store clinical or related waste in an area that is accessible only to authorized persons			5	2	3
	PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter			2	1	1
	PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control			2	1	1
	PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization			2	1	1
	PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate			2	1	1
	PC7. Follow protocols for care following exposure to blood or other body fluids as required			2	1	1
	PC8. Remove spills in accordance with the policies and procedures of the organization			2	1	1
	PC9.Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled			5	2	3

	PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work			2	1	1
	PC11. Confine records, materials and medicaments to a well- designated clean zone			2	1	1
	PC12. Confine contaminated instruments and equipment to a well- designated contaminated Zone			2	1	1
	PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols			2	1	1
	PC14. Replace surface covers where applicable			3	1	2
	PC15. Maintain and store cleaning equipment			2	1	1
	PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures			2	1	1
	PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination			2	1	1
	PC18. Cover cuts and abrasions with water- proof dressings and change as necessary			2	1	1
	PC19. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact			2	1	1
	PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection			2	1	1
	<b>Total</b>	<b>5</b>	<b>50</b>	<b>50</b>	<b>23</b>	<b>27</b>
<b>Grand Total</b>		<b>Theory</b>	<b>Practical</b>	<b>Total</b>		
		<b>100</b>	<b>800</b>	<b>900</b>		