



Model Curriculum

QP Name: Telehealth Services Coordinator

QP Code: HSS/Q5801

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

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Training Parameters

Sector	Healthcare
Sub-Sector	Allied Health And Paramedics
Occupation	Healthcare Technologies
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2263.9900
Minimum Educational Qualification and Experience	12th Class Pass OR 10th Class Pass with 2 years of experience OR 1 year of relevant experience after 1 year ITI OR 2-year ITI OR 8th Class Pass + 2-year ITI with 2 years of relevant experience OR NSQF Certification Level 3/Certificate (Auxiliary Nurse Midwifery or Multi-Purpose Health Worker) with 2 years of relevant experience in field
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	31/05/2022
Next Review Date	28/07/2025
NSQC Approval Date	28/07/2022
QP Version	1.0
Model Curriculum Creation Date	04/03/2020
Model Curriculum Valid Up to Date	28/07/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	960 Hrs.

Maximum Duration of the Course

960 Hrs.

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Perform key role and responsibilities of telehealth services coordinator to serve as point-of-contact for telehealth services at either referral/patient/primary health care provider's site or specialty/consultation/secondary/tertiary healthcare provider's site.
- Promote telehealth services in local community.
- Support physicians, patients and other healthcare service providers in using telehealth services through home visits, outreach activities, mobile services, organizing case discussions or educational sessions, etc.
- Provide assistance to healthcare service provider by obtaining adequate information, performing tele-diagnostic tests and utilizing remote patient monitoring services as per organizational policies and procedures
- Facilitate diagnostic, pharmacy and emergency referral services to the patient
- Maintain a safe, healthy and secure working environment.
- Follow biomedical waste disposal and infection control policies and procedures in the healthcare organization.
- Maintain interpersonal relationships with co-workers, patients and their family members.
- Maintain professional and medico-legal conduct at all times in accordance with legislation, protocols and guidelines set up by the healthcare provider.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	Total Duration
HSS/N5801- Liaise with patients, healthcare service providers and other personnel for telehealth services NOS Version No. 1.0 NSQF level 4	45:00:00	30:00:00	60:00:00	135:00:00
Introduction to healthcare delivery systems, telehealth services and role of telehealth services coordinator	5:00	3:00		

Coordination for telehealth services	15:00	10:00		
Basic computer knowledge	10:00	10:00		
Soft skills and communication	10:00	5:00		
Sensitization on common medical terminologies used in telehealth services	5:00	2:00		
HSS/N5802- Promote the telehealth services as per needs and protocols NOS Version No. 1.0 NSQF level 4	30:00	30:00	60:00:00	120:00:00
Promotion of telehealth services in community	30:00	30:00		
HSS/N5803- Prepare and manage the set-up for teleconsultation NOS Version No. 1.0 NSQF level 4	30:00	30:00	60:00:00	120:00:00
Preparation and management of set-up for teleconsultation	30:00	30:00		
HSS/N5804- Facilitate bio-medical instrumentation services for telehealth equipment NOS Version No. 1.0 NSQF level 4	30:00	30:00	60:00:00	120:00:00
Function and operation of equipment used in telehealth services	10:00	20:00		
Fundamentals of biomedical instrumentation services for telehealth equipment	20:00	10:00		
HSS/N5805- Provide assistance to	60:00:00	60:00:00	90:00:00	210:00:00

healthcare services provider				
NOS Version No. 1.0 NSQF level 4				
Structure and function of human body	10:00	10:00		
Basics of obtaining patient information	20:00	15:00		
Tele-diagnostic services	20:00	25:00:00		
Sensitization on pharmacy and emergency related services	10:00	10:00		
HSS/N5806- Manage telehealth facility NOS Version No. 1.0 NSQF level 4	30:00	30:00	90:00:00	150:00:00
Documentation, inventory management and retrieval	15:00	15:00		
Sensitization on accounts and funds management of the telehealth facility	10:00	15:00		
Ethics and medico-legal aspects related to telehealth services	5:00	0:00		
HSS/N9624: Maintain a safe and secure working environment NOS Version No. 1.0 NSQF level 4	5:00	10:00	30:00:00	45:00:00
Safety, emergency medical response and first aid	5:00	10:00		
HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies NOS Version No. 1.0 NSQF level 4	10:00	20:00:00	30:00:00	60:00:00
Bio-medical waste management	5:00	10:00		

Infection control policies and procedures	5:00	10:00		
Total Duration	240:00:00	240:00:00	480:00:00	960:00:00

Module Details

Introduction to healthcare delivery systems, telehealth services and role of telehealth services coordinator

Terminal Outcomes:

- Describe the basic structure and function of healthcare delivery system in India with respect to various levels, patient care and set-ups.
- Explore the functions and challenges of various types of telehealth services and clinical applications used in the services.
- Carry out the key roles and responsibilities of a Telehealth Services Coordinator.

Duration: 05:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss about the healthcare delivery system in India at primary, secondary, tertiary and quaternary level. • Distinguish between private, public and non-profit healthcare delivery systems. • Differentiate between various healthcare services- primary, specialty, hospice, emergency, etc. • Compare telemedicine, tele-education and teleconferencing. • Discuss about core functions and challenges of various types of telehealth services and clinical applications through group activities. • Explain the role and responsibilities of the telehealth team at different sites. 	<ul style="list-style-type: none"> • Prepare a report summarizing the observations about basic structure and function of healthcare delivery system in India with respect to various levels, patient care and set-ups from field visits. • Create a flow chart depicting roles and responsibilities of telehealth team at different sites.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Visit to Healthcare facilities for field assignment	

Coordination for telehealth services

Terminal Outcomes:

- Demonstrate management skills for implementation of telehealth services.
- Carry out effective coordination with referring physician, patients, consultants, funding sources and other departments.
- Carry out registration of patients for telehealth services.
- Perform appointment scheduling and billing related activities for telehealth services.
- Respond to the queries related to telehealth services appropriately.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the various documents required for telehealth services. • Describe the process of checking, filling and entering the related forms required during registration, billing, appointments etc. using the technology enabled patient appointment scheduling systems and billing systems. • Discuss about the frequently asked queries encountered in telehealth services and the ways to handle the queries. • Describe the importance of issuance and renewal of identity proof and unique reference identity number. • Explain the importance of distribution and display of set-up schedules, promotional material, documents, satisfaction surveys and various items of relevant information for public or staff. 	<ul style="list-style-type: none"> • Demonstrate steps of registration of patients for telehealth services. • Practice entering patient information like consultation, diagnosis, prescription, etc. on Hospital Information System (HIS) at a dummy reference ID. • Demonstrate use of technology enabled patient appointment scheduling systems to schedule, re-schedule and cancel dummy appointments. • Demonstrate use of technology enabled patient billing systems to generate, review and record sample invoices. • Demonstrate appropriate communication skills while handling patients or relatives visiting telehealth services.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Computers with software like patient appointment scheduling systems, billing systems, Hospital Information System (HIS) Sample forms required during registration, billing, appointments etc. Case studies	

Terminal Outcomes:

- Demonstrate the use of computers and internet operations.
- Apply basic computer knowledge in performing various activities for delivering telehealth services.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify various parts of computer system. • Discuss the foundation concept of operating systems and their functions. • Discuss the utilities and basic operations of the latest version of software. 	<ul style="list-style-type: none"> • Demonstrate basics of computer use and application –starting the computer, data entry, taking backups, saving and retrieving the files, maintaining and changing network connectivity process. • Prepare reports/documents using word processing software and spreadsheets. • Demonstrate the use of internet to draft and send emails.
Classroom Aids:	
Charts, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Computer with internet facility and latest version of software	

Soft skills and communication

Terminal Outcomes:

- Apply analytical skills to coordinate and complete complex projects involving multiple stakeholders.
- Communicate effectively with physicians, clinical and technical staff.
- Organize and prioritize work to complete assignments on time.
- Adhere to organizational code of conduct while handling conflicts.

Duration: 25:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of effective communication with patients, relatives and colleagues without using jargons and colloquial terms. • Describe the attributes of a team player. • Discuss about confidentiality and privacy practices related to patient’s information. • Discuss the importance of teamwork. • Explain work ethics in the hospital set up. • Define rapidly changing situations. • Discuss about the importance of following rules and policies of organization for maintaining code of conduct and scope of work. 	<ul style="list-style-type: none"> • Apply guidelines related to usage of technical terms to ensure effective communication. • Apply time management skills during daily activities. • Demonstrate the use of reading and writing skills during written communication. • Demonstrate problem solving and decision making skills in different situations. • Demonstrate skills of team-work and work prioritization in different team activities. • Apply effective patient-centric approach while delivering telehealth services. • Demonstrate basic telephone and email etiquettes. • Apply the analytical skills to complete the reports with the information gathered from observation, experience, reasoning, or communication.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Case studies and demonstrative videos on team work, group dynamics	

Sensitization on common medical terminologies used in telehealth services

Terminal Outcomes:

- Use common medical terminologies during delivery of telehealth services.
- Identify the basic information regarding common symptoms or ailments.

Duration: 5:00	Duration: 2:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • List the common terminologies used in telehealth services. • Differentiate between Non-communicable disease (NCD) and Communicable diseases (CD). • List the basic indicators of common ailments like fever, cough, cold, throat infections, diarrhoea, urinary tracts infections, headache, stomach-ache, tooth ache, skin allergies/infections, dandruff, gastritis, constipation, general body weakness/pains, nausea, hypertension, diabetes, menstrual problems, anaemia, asthma, acne, etc. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate usage of the appropriate medical terminology during professional conversations with colleagues, patients and family. • Apply knowledge about common symptoms or ailments while completing the patient profile.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
NA	

Promotion of telehealth services in community

Terminal Outcomes:

- Demonstrate use of telehealth technology while organizing on-site training sessions for users of the telemedicine, videoconferencing, and remote monitoring systems.
- Demonstrate management skills while organizing promotional and outreach activities.
- Demonstrate the usage of the telehealth services during home visits, mobile set-ups and case discussions.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the goals of promotion and advancement of telehealth. • Discuss about the pre-requisites for conducting the promotional/outreach activities, home visits, mobile set-ups, case conferences and training/continuing educational sessions on logistics, personnel and support. • List the various types of activities which could be conducted for promotion of telehealth services such as health screening camps, awareness campaigns, etc. • List the various types of services for which telehealth technology and premises could be used such as online educational sessions/assessments, health surveys, etc. • Explain the various types, benefits and common uses of primary home telehealth technologies. • Explain the criteria for determination of appropriateness of patient for telehealth services. 	<ul style="list-style-type: none"> • Demonstrate basic steps involved in preparing telemedicine facilities and equipment for conducting mock training sessions. • Design sample schedule and materials for organizing different sessions and activities to promote telehealth services. • Design a promotional campaign to spread awareness about telehealth services. • Demonstrate the steps of using primary home telehealth technologies. • Prepare a report summarizing different activities undertaken such as promotional/outreach activities, mobile set-ups, case discussions and training/continuing educational sessions and their outcomes.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Live video conferencing equipment Sample promotional material and schedules used for conducting the promotional activities, outreach activities, home visits, mobile set-ups, case conferences and training/continuing educational sessions etc. Case studies Visit to promotional campaigns or other activities for field assignment	

Preparation and management of set-up for teleconsultation

Terminal Outcomes:

- Set-up the teleconsultation videoconference venue as per needs and protocols.
- Demonstrate management skills for effective management of consultation site before, during and after teleconsultation.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss about the pre-requisites, design and set up of a teleconsultation videoconference venue. • Describe common issues that may arise in the telehealth set-up and the troubleshooting techniques to resolve them. • Discuss the advantages of telemedicine through interactive videoconferencing. • Discuss the steps to be followed before, during and after conducting a teleconsultation. • Describe the importance of availability of back-up coverage for phones, and set-up related activities at other telemedicine consultation sites. 	<ul style="list-style-type: none"> • Demonstrate the technical skills of setting-up point-to-point and multipoint live interactive videoconferencing using ISDN, IP and mixed ISDN and IP links. • Demonstrate the usage of troubleshooting techniques in different situations. • Demonstrate basic steps involved in managing consultation site before, during and after teleconsultation.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
<p>Live video conferencing equipment like Video devices including videoconferencing units, peripheral cameras, video-scopes, or web cameras and Display devices including computer monitors, plasma/LED TV, LCD projectors, and even tablet computers;</p> <p>Store-and-forward equipment using secure email transmission, digital scanning equipment;</p> <p>Remote patient monitoring (RPM) equipment using digital and electronic communication technologies;</p> <p>Mobile health (m-Health) equipment like mobile communication devices including cell phones, tablet computers, and PDAs;</p> <p>Tool kit like hand tools, electrical safety analyzer, personal protective equipment (PPE), watt meter, cabling, terminals, pressure meters, diagnostic software, test equipment, maintenance management systems, spill kits</p>	

Function and operation of equipment used in telehealth services

Terminal Outcomes:

- Operate the telehealth equipment and clinical applications required in telehealth set-up and its counterparts.
- Troubleshoot the audio and video problems associated with videoconferencing.
- Demonstrate the application of the tool kit required during operations of telehealth equipment when required

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the types and uses of basic telehealth equipment used at different sites. • Describe functions and operations of telehealth equipment, applications and technology such as Live video conferencing, Store-and-forward, Remote patient monitoring (RPM), Mobile health (m-Health) equipment, etc. • Discuss about different types of signals used for operation of telehealth equipment • Discuss about different types of electronics and communication technologies used in telehealth set-up • List the names of components of a tool kit. • Discuss possible health hazards of working as a telehealth services coordinator and different types of personal protective clothing, equipment and the personnel monitoring devices to be used for prevention. • Identify the audio and video problems associated with videoconferencing. 	<ul style="list-style-type: none"> • Demonstrate the basic steps of using clinical telemedicine applications: live video or live interactive telemedicine encounter and store-and-forward. • Demonstrate the appropriate camera placement, lighting, angles and framing while using the video camera technology. • Demonstrate the basic steps of storing, basic editing and forwarding high quality digital photographs by using document camera. • Demonstrate the basic steps of using the digital scanning equipment. • Demonstrate the technical skills in using the VOIP software such as WhatsApp, Google Phone, Google Group Chat, Facebook Video and Voice Chat, Skype, etc. • Demonstrate the appropriate usage of microphone technology by using the range of available microphones and microphone set up. • Demonstrate the basic steps of sending and receiving emails (including attachments). • Demonstrate the steps of finding information on internet using different web browsers. • Design a dummy portable and segregable tool kit as per requirements.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Live video conferencing equipment like Video devices including videoconferencing units, peripheral cameras, video-scopes, or web cameras and Display devices including computer monitors, plasma/LED TV, LCD projectors, and even tablet computers; Store-and-forward equipment using secure email transmission, digital scanning equipment; Remote patient monitoring (RPM) equipment using digital and electronic communication technologies; Mobile health (m-Health) equipment like mobile communication devices including cell phones, tablet computers, and PDAs; Tool kit like hand tools, electrical safety analyzer, personal protective equipment (PPE), watt meter, cabling, terminals, pressure meters, diagnostic software, test equipment, maintenance management systems, spill kits	

Fundamentals of biomedical instrumentation services for telehealth equipment

Terminal Outcomes:

- Assist concerned personnel during setting-up of the telehealth equipment.
- Maintain defined periodicity of calibration, repair and maintenance of telehealth equipment.
- Carry out activities in compliance with all relevant laws, regulations, and codes for technology and technical safety laid down by regulatory bodies.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss about importance of procuring, maintaining and managing the various types of inventory, supplies and documents while facilitating the biomedical instrumentation services for telehealth equipment. • Explain the importance of following the manufacturer’s recommendations stated in the operational and service manual • Identify safety hazards, its troubleshooting technique and the corrective measures to be taken. • Discuss about escalation matrix to handle safety hazards. • Discuss about the standard biological precautions to be taken during diagnosis, repair, calibration and final testing/ verification of equipment. • Explain the basic concepts of AC circuits, DC circuits, magnetic circuits, transformers, AC machines and other electrical machines and their application in telehealth related instrumentation. • Explain the basic components of bio-medical instruments such as measurand, sensor/transducers, signal conditioners, analog instruments, measurement circuits, display devices, soldering, etc. and their application in telehealth related instrumentation. • Explain the basic concepts of data, management and informatics related systems and their application in telehealth related instrumentation. • Explain the basic concepts of digital technology and their application in telehealth related instrumentation • Explain the basic concepts of electro/mechanical, thermo dynamics, physics and instrumentations. • State the relevant laws, regulations, and codes for technology and technical safety laid down by regulatory bodies 	<ul style="list-style-type: none"> • Design a chart depicting the different types of supportive equipment, tools, resources, and regulatory pre-requisites required for successful installation and operation of telehealth equipment. • Prepare a sample work order depicting various specifications related to telehealth equipment. • Demonstrate the basic steps involved in facilitating periodic calibration, repair and maintenance of telehealth equipment using the sample service manuals and circuit diagrams. • Demonstrate basic steps for facilitating the delivery, installation and set-up of telehealth equipment, applications and technology in mock set-up. • Demonstrate the steps of checking, filling and entering the details on sample inspection and installation forms required during equipment set-up.

<p>such as Food and Drug Administration (FDA), Bureau of Indian Standards (BIS), Occupational Safety and Health Administration (OSHA), etc.</p>	
<p>Classroom Aids:</p>	
<p>Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Live video conferencing equipment like Video devices including videoconferencing units, peripheral cameras, video-scopes, or web cameras and Display devices including computer monitors, plasma/LED TV, LCD projectors, and even tablet computers; Store-and-forward equipment using secure email transmission, digital scanning equipment; Remote patient monitoring (RPM) equipment using digital and electronic communication technologies; Mobile health (m-Health) equipment like mobile communication devices including cell phones, tablet computers, and PDAs; Tool kit like hand tools, electrical safety analyzer, personal protective equipment (PPE), watt meter, cabling, terminals, pressure meters, diagnostic software, test equipment, maintenance management systems, spill kits</p>	

Structure and function of human body

Terminal Outcomes:

- Apply the knowledge of basic structure and function of the various body systems and its associated components during assistance to healthcare services provider.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify body parts. • Explain the organisation of body cells, tissues, organs, organ systems, membranes and glands in the human body. • Describe cell and various types of tissues. • Describe different types of organ systems. • Describe basic function of vital organs. • Discuss different types of body fluids, secretions and excretions. 	<ul style="list-style-type: none"> • Identify different parts of the body using charts and models. • Explain the structure and functioning of human body systems using charts and models. • Design various working models depicting functioning of human body systems.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen.	

Basics of obtaining patient information

Terminal Outcomes:

- Complete the patient profile by collecting required information from patients and different sources.
- Carry out process of updating and storing the patient related information electronically.
- Ascertain the relevant information from the patient profile required to be provided to the specialty physician periodically.

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the parameters of collecting information about a patient. • Discuss the need of collecting patient's past and current medical, personal, family, social, gynecological, allergic and treatment history. • List the evidences to be collected to support the clinical history of the patient such as films, videos, photos, documents, forms and other medical records, etc. • Describe the need of recording the observations obtained from basic general/systematic physical examination. • Discuss the importance of obtaining verbal and written consent and maintaining patient's confidentiality. • Describe the importance of verifying correct registration ID while updating the patient's information in the patient's record electronically. 	<ul style="list-style-type: none"> • Interview the patient regarding relevant information as asked in the sample format prescribed for patient visiting the telehealth facility. • Fill the sample format organizing relevant information collected from different sources (such as patient's reports, consultation summary, previous prescriptions, etc.). • Fill the sample consent forms of the patients. • Demonstrate skills of scanning and uploading the supporting evidences like films, videos, photos, documents, forms and other medical records, etc. in the patient records on HIS.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Sample formats for obtaining history and consent Sample evidences like digital photos of lesions or capturable ailments esp. in case of skin and eye problems; old prescriptions, reports, previous consultations; films of X-Ray, CT scan, MRI, etc.; documents, photos or video clips related to dietary, medicinal, environmental, physical, mental or other restrictions; etc. Case studies Field Assignments	

Terminal Outcomes:

- Categorize diagnostic tests which could be performed in telehealth facility and which needs to be referred to an appropriate place.
- Assist in performing basic tele-diagnostic tests through remote patient monitoring programs as per standard operating procedures.
- Demonstrate coordination skills of appropriate referral and connecting the patients to local diagnostic facilities for the diagnostic tests which cannot be performed in telehealth set-up.

Duration: 20:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define basic medical terms and principles related to diagnostic tests. • Identify the diagnostic tests which can be performed in the telehealth set-up and the ones which need to be referred. • Discuss about the modalities of the tests which could be performed in telehealth set-up such as vital signs, weight, blood pressure, blood sugar, blood oxygen levels, heart rate, electrocardiograms, etc. • Discuss about steps of performing basic tele-diagnostic tests. • Explain the importance and uses of remote patient monitoring programs for diagnosis during screening of patient. • List the patient identifiers to be matched on the requisition form or medical records such as patient’s name, medical record number and date of birth. • Describe the importance of maintaining list of local diagnostic centers for referral. 	<ul style="list-style-type: none"> • Prepare mock trays organizing all the equipment needed for the different procedure. • Demonstrate the steps of checking the equipment for its cleanliness, sterilization and readiness. • Demonstrate the basic steps involved in performing basic tele-diagnostic tests by using remote patient monitoring programs. • Fill the sample format recording observations as well as test results of tele-diagnostic tests. • Demonstrate effective communication and management skills while connecting patients to local diagnostic facilities for the diagnostic tests which cannot be performed in telehealth set-up till the receipt of report and test result from patient/diagnostic center.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Sample formats for recording observations as well as test results Sample requisition form for performing tele-diagnostic tests Digital BP instrument with stethoscope; Sphygmomanometer (desirable); Pulse oximeter; Derma scope; Auto scope; Digital Thermometer ; Weighing machine; Computer and its accessories; Hemoglobinometer; Glucometer; Centrifuge; ECG machine with leads; Sharp container; Syringes, vials with different color codes, Measuring cylinders, beakers, tourniquets, newborn screening card; Different rapid diagnostic kit with kit manuals; Ice pack with three layer sample packing box Case studies	

Sensitization on pharmacy and emergency related services

Terminal Outcomes:

- Assist patient for ensuring medicine availability by connecting them with local pharmacies.
- Assist in handling emergency situations appropriately.
- Assist in operating remote patient monitoring programs during emergency situations.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the importance of maintaining list of local pharmacies for ensuring medicine availability. • Describe the importance of following-through with the patient till they get the prescribed medicine. • Define components of prescription dose. • List the emergency services which could be provided at telehealth set-up. • Describe the importance of maintaining list of local emergency resources and other local or regional professional associations for handling medical and non-medical emergency situations. 	<ul style="list-style-type: none"> • Demonstrate effective communication and management skills while connecting patients to local pharmacies till the patient get the prescribed medicine. • Interpret the sample prescription dose. • Demonstrate the use of remote patient monitoring programs during different emergency situations.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Sample prescriptions	

Documentation, inventory management and retrieval

Terminal Outcomes:

- Demonstrate technical skills of creating, updating and retrieval of the database.
- Carry out proper documentation of purchases, inventory and medical records.

Duration: 15:00	Duration: 15:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Define the role and responsibilities of the telehealth services coordinator in reporting and documentation. • Describe the inventory management practices such as FIFO (First In First Out) used in telehealth facility. • Discuss the significance of maintaining database of patients, incoming calls, equipment, logistics, spare parts, vendors and inventory correctly. • Discuss the need of maintaining purchase orders, financial transactions and other relevant documents/records to justify the necessity for logistics, equipment and parts in stock and quantity. • Discuss about the condemnation guidelines for equipment or logistics which are outdated or in non-working condition. • Explain the steps of reviewing the medical records as per the organization protocol. • Describe the uses of the Hospital Information System (HIS) for maintaining longevity of the records and prompt retrieval of patient's medical charts. • Describe Standard Operating Procedure (SOPs) regarding storage, retrieval and disposal of medical records keeping its security and confidentiality. • Explain the purpose of obtaining written consent of authorized officer before sharing any patient related information to others. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate use of FIFO (First In First Out) using sample inventory checklist in mock set-up. • Perform compilation of all relevant information in sample formats necessary to create the database of patients, incoming calls, equipment, logistics, spare parts, vendors and inventory. • Apply standard norms and legislation to complete the detailed paperwork for documenting clinical and procedure related records. • Demonstrate the process of recording sample patient information in the HIS.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital documents	

Sensitization on accounts and funds management of the telehealth facility

Terminal Outcomes:

- Apply basic accounting principles while managing funds at patient site.
- Carry out proper and secure filing of accounts, funds and other related documents physically and electronically.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss about basic concepts of taxation rules and regulations. • Describe the importance of record-keeping of balance sheets and financial books as per accounting standards. • Describe the importance of impartial and timely auditing of accounts. • Discuss about the importance of checking financial projections and ensuring the proper liquidity of the funds. • Define the role and responsibilities for the telehealth services coordinator in management, retention and investment of the funds and accounts in telehealth set-up. • List the pre-requisites for managing accounts and funds such as documents, access and officials. • Discuss the importance of secured and wise management of funding sources and funds. 	<ul style="list-style-type: none"> • Create a chart/folder depicting the records of financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc. • Demonstrate the steps of generating, receiving and storing the invoices, bills, vouchers, receipts, etc. in mock set-up. • Enter the data related to accounts, funds and other related documents on accounting system.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Samples of invoices, bills, vouchers, receipts, and records depicting financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc.	

Ethics and medico-legal aspects related to telehealth services

Terminal Outcomes:

- Describe the relevant legislation, standards, policies, and procedures followed in the healthcare organization.
- Describe the medico-legal aspects of Health Insurance Portability and Accountability Act (HIPAA) guidelines.
- Identify the key ethical issues related to telehealth services.

Duration: 5:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the rights of the patient. • Discuss about the relevant sections of Health Insurance Portability and Accountability Act (HIPAA) guidelines related to telehealth services. • Explain the importance of following HIPAA guidelines to protect patient health information. • Differentiate between confidentiality, privacy and security of health information. • Identify the relevant local and regional legislative issues that governs the delivery of telehealth services. • Identify the issues related to international practice of telemedicine. • Discuss the key ethical issues related to telehealth services . 	
Classroom Aids:	
Charts, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Health Insurance Portability and Accountability Act (HIPAA) guidelines book	

Safety, emergency medical response and first aid

Terminal Outcomes:

- Perform basic life support or basic first aid in medical emergency situations, as and when required.
- Respond to institutional emergencies appropriately.

Duration: 5:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the basics of first aid. • List the precautions to be taken for personal safety. • Discuss how to perform basic life support (BLS) as and when required. • Explain the use of protective devices such as restraints and safety devices. • Identify precautions to be taken for self-safety. • List the hospital emergency codes. • Explain about disaster management techniques to deal with institutional emergencies. • List the common emergencies which could happen in telehealth facility. • Discuss about the escalation matrix for referral and management of common emergencies. 	<ul style="list-style-type: none"> • Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency. • Demonstrate Cardio-Pulmonary Resuscitation (CPR) on manikin. • Design a dummy portable and segregable first aid kit as per requirements. • Create a chart depicting different types of protective devices such as restraints and safety devices. • Create a flow chart depicting common emergency situations and its referral mechanism.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Crash cart trolley, first aid box, CPR Nursing Manikin, Ambu Bag With Mask Adult, Torch, physical restraints, Fire extinguisher	

Bio-medical waste management

Terminal Outcomes:

- Dispose different types of biomedical waste in appropriate colour coded bins/containers.
- Apply local guidelines of biomedical waste disposal system during daily activities.

Duration: 5:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Categorize the different types of biomedical waste. • Explain the importance and mechanism of proper and safe disposal, transportation and treatment of bio-medical waste. • Identify the various types of colour coded bins/containers used for disposal of biomedical waste. • Explain the importance of following local guidelines of biomedical waste disposal. 	<ul style="list-style-type: none"> • Segregate the biomedical waste applying the local guidelines. • Create a chart depicting different types of biomedical waste and various types of colour coded bins/containers used for disposal of biomedical waste. • Prepare a report on the observations from field assignment about the structure of transportation and treatment of bio-medical waste.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Different coded color bins, chart for color coding of bins Visit to biomedical waste treatment plant for field assignment	

Infection control policies and procedures

Terminal Outcomes:

- Develop techniques of self-hygiene.
- Apply infection control policies and procedures during daily activities.

Duration: 5:00	Duration: 10:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Explain the concept of healthy living. • Describe the importance of infection control and prevention. • List strategies for preventing transmission of pathogenic organisms. • Describe the nosocomial infections. • Explain the importance of incident reporting. • Explain the concept of immunization. • Describe the hand-hygiene guidelines and procedures used in healthcare-settings. • Explain the importance of using Personal Protective Equipment (PPE). • List the types of PPE. • Describe the process of wearing and removing each of the PPE. • Explain various vaccinations against common infectious diseases. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate the steps of spill management. • Demonstrate the procedures of hand hygiene. • Demonstrate wearing, removing and discarding of PPE.
<p>Classroom Aids:</p> <p>Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Hypochlorite solution, chlorhexidine, alcohol swab Apron, lab coat, gloves, mask, cap, shoes, safety goggles and spectacles, towels, cotton, isopropyl alcohol Disposable cartridge and syringes Spill Kit</p>	

Mandatory Duration: <480:00>

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Demonstrate design and set up of telehealth facility and its equipment.
- Demonstrate the steps of scheduling consultation, coordination with physician and updating the system simultaneously.
- Demonstrate checking of errors of various equipment used in telehealth services; its root cause analysis; troubleshooting of each issue to next level and follow-through till its resolution.
- Demonstrate use of support tools and equipment required to run the telehealth equipment and instruments.
- Demonstrate correct functions and operations of telehealth equipment from commencing and ending video conference/teleconference, adjustment of sound and camera position to enable clear visibility of patient to the doctor.
- Scan and upload recent /previous diagnostic reports in the portal like x-ray films, outside's prescription, reports etc.
- Assist in taking vital parameters of the patient under guidance of physician.
- Perform placement of ECG leads for doing tele-ECG.
- Assist physician in integration and handling of automatic stethoscope, auto scope, derma scope, ECG machine with the recording of test results.
- Demonstrate urine sample collection and demonstrate urine routine (strip test) and urine pregnancy test
- Demonstrate POCT card test for Hb test; blood sugar test, MP, Dengue, HbsAg, HCV, HIV, Typhoid.
- Demonstrate basic analysis of data captured on digital instrument and push the received data from the instrument to the portal.
- Demonstrate physical stock keeping, maintaining and reporting of medicines and lab kits.
- Practice record keeping of patient demographic details, tests details, purchases, physical stock record, installation, maintenance record and accounts on Hospital Information system.
- Demonstrate basic first aid procedure: use of different types of splints, different ways of bandaging procedure, simple wounds dressing, basic first aid in burn and insect bite (including snake bite) and the process of referring them.
- Demonstrate handling of biomedical waste from its segregation in different coloured dustbin as per the local biomedical waste management protocol to record entry of inventory of materials purchase for waste disposal.
- Demonstrate spillage management with 1% hypochlorite solution.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate		1	Experience working in telehealth set-up	1		Skills in using IT
Graduate		2	Experience working in telehealth set-up	1		Skills in using IT

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Telehealth Services Coordinator” mapped to QP: “HSS/Q5801 v1.0” with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with minimum score of 80%.

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate		2	Experience working in telehealth set-up	1		Skills in using IT

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Telehealth Services Coordinator" mapped to QP: "HSS/Q5801 v1.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" with minimum score of 80%.

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.

3. On-Job Training: OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

4. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts "Training of Assessors" program from time to time for each job role and sensitize

assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
PPE	Personal Protective Equipment