

QUALIFICATION PACK - OCCUPATIONAL STANDARDS FOR HEALTH CARE

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

Qualification Pack- Phlebotomist

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Diagnostic

REFERENCE ID: HSS/Q0501

ALIGNED TO: NCO-2015/ 3212.0601

Brief Job Description: A Phlebotomist draws blood samples from patients for laboratory testing and analysis and also guides patients in collection of other type of samples like urine, stool, sputum, etc. This may be done at the laboratory, collection centre, or at the client site. The incumbent also ensures availability and suitability of supplies to be used in the process. The person is also responsible for other activities such as labelling, record keeping and other related documentation.

Personal Attributes: The job requires individuals to have good communication and time management skills along with the ability to work in a multidisciplinary team environment. The individual should possess key qualities such as confidence, maturity, compassion, patient centricity and active listening. The person should exhibit good coordination skills, ethical behaviour and be able to empathetically deal with patients.

Job Details	Job Role			Phlebotomist
	Credits	TBD	Version number	2.0
	Sector	Healthcare	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
	Occupation	Diagnostic	Next review date	07/01/2026
	NSQC Clearance on	NA		

Job Role	Phlebotomist
Role Description	A Phlebotomist draws blood samples from patients for laboratory testing and analysis and also guides patients in collection of other type of samples like urine, stool, sputum, etc.
NSQF level	4
Minimum Educational Qualifications	Class XII with science
Maximum Educational Qualifications	Not Applicable
Prerequisite License or Training	Not Applicable
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/N0510 Perform pre-procedural activities of sample collection 2. HSS/N0511 Perform procedural activities of sample collection 3. HSS/N0512 Perform post- procedural activities of sample collection 4. HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others 5. HSS/N9616 Maintain professional and medico-legal conduct 6. HSS/N9617 Maintain a safe, healthy and secure environment 7. HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols 8. HSS/N9619 Follow etiquette for site visits
Performance Criteria	As described in the relevant OS units

Definitions

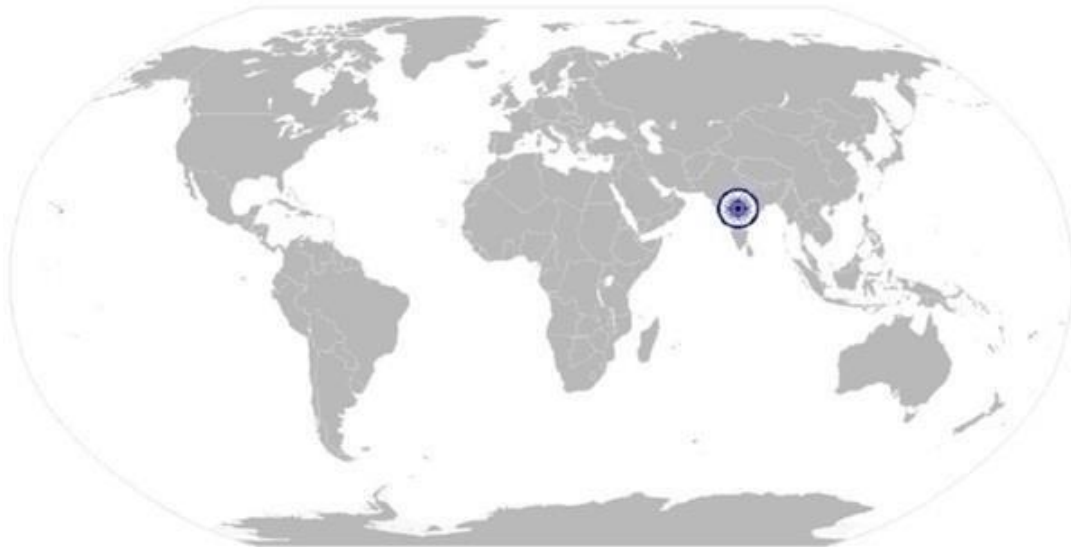
Keywords/ Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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.
Scope	Scope is a 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 quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need to perform to the required standard.
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.

Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.
Casualty	The person-child or adult-who has suffered the injury or illness.
Emergency	Any situation that immediately threatens the health and safety of children, staff or yourself.
Keywords/ Terms	Description
LMIS	Laboratory Management Information System
MHRD	Ministry of Human Resource Development
MSDS	Material Safety Data Sheet
NOS	National Occupational Standard (S)
OS	Occupational Standard(S)
QP	Qualification Pack

Acronyms

HSS/N0510 Perform pre-procedural activities of sample collection

National Occupational Standard



Overview

This Occupational Standard covers verification or recording of patients' identity and taking their consent for sample collection. It also covers preparation of equipment and supplies used during blood and other sample collection for testing.

HSS/N0510 Perform pre-procedural activities of sample collection

Unit Code	HSS/N0510
Unit Title (Task)	Perform pre-procedural activities of sample collection

Description	This Occupational Standard covers verification or recording of patients' identity and taking their consent for sample collection. It also covers preparation of equipment and supplies used during blood and other sample collection for testing.
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Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Provide and seek information and consent • Prepare and maintain necessary equipment and supplies • Prepare and label the samples for test, procedures and identification purposes
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Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
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Provide and seek information and consent	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. introduce themselves to the patient in a professional manner</p> <p>PC2. match the patient's details with the laboratory form, to ensure accurate identification</p> <p>PC3. seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.</p> <p>PC4. reassure the person and make them comfortable before beginning the procedure for anxious patients</p> <p>PC5. provide details of procedure to be performed to the patient and obtain verbal consent to proceed</p> <p>PC6. ensure informed written consent of the patient as per organizational procedure</p>
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Prepare and maintain necessary equipment and supplies	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. maintain adequate supplies of medical and diagnostic equipment</p> <p>PC8. follow organizational procedures for requisitioning of supplies</p> <p>PC9. handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals</p> <p>PC10. organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley</p> <p>PC11. ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury</p> <p>PC12. ensure all equipment to be used is clean, sterilized and in working condition</p>
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HSS/N0510 Perform pre-procedural activities of sample collection

<p>Prepare and label the blood samples for test, procedures and identification purposes</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. label blood sample of the patient as per standard practice</p> <p>PC14. check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form</p> <p>PC15. discard the used needle or blood sampling device into a puncture resistant container</p> <p>PC16. discard all used items into the appropriate category of waste receptacles/bins</p> <p>PC17. perform hand hygiene before and after drawing blood</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. how to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA3. importance of the role of Phlebotomist in supporting operations of the department</p> <p>KA4. how to dress appropriately as per the organizational policies</p> <p>KA5. how to meet organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals</p> <p>KA6. employee policies and procedures applicable to own work</p> <p>KA7. basic structure and function of the healthcare system in the country</p> <p>KA8. features, need and usage of Laboratory Management Information System (LMIS)</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to establish a routine that is comfortable for patient in preparing him / her for blood specimen collection</p> <p>KB2. how to check that the patient's 2 identifiers on the ID armband match with the information on the laboratory requisition form or sample label</p> <p>KB3. all protocols for establishing the identification of patient</p> <p>KB4. all safety and hygiene measures applicable to blood sample collection</p> <p>KB5. list of equipment required for drawing blood samples equipment such as sterile glass with rubber caps, vacuum blood collection tubes, blood-sampling devices, alcohol hand rub etc.</p> <p>KB6. labelling procedures and related standard practice</p> <p>KB7. process to discard biomedical waste as per pollution control guidelines</p> <p>KB8. measures to ensure stock availability</p> <p>KB9. significance of various tube color caps for distinguishing which tube to</p>

HSS/N0510 Perform pre-procedural activities of sample collection

	<p>use as per the test requested</p> <p>KB10. guidelines related to tube mixing and transportation</p> <p>KB11. the hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency</p> <p>KB12. basic structure and function of the body system</p> <p>KB13. process, condition & resources required by the body to support healthy functioning</p> <p>KB14. bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure</p> <p>KB15. measures and process of protection from infection</p>
Skills (S)	
A. Core Skills / Generic Skill	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document patient related information under guidance</p> <p>SA2. file patient's information as per the organizational protocols</p> <p>SA3. complete all written communications</p> <p>SA4. label all collected samples clearly</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read written instructions to follow all procedures related to sample collection</p> <p>SA6. read internal communications and legal framework changes related to roles and responsibilities to keep abreast of the latest knowledge</p> <p>SA7. be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA8. match required paperwork</p>
	Oral Communication (Listening and Speaking Skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. maintain interpersonal relationships</p> <p>SA10. distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA11. interact with a supervisor in clear terms following professional protocols</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer</p> <p>SA13. interact with the patient clearly and reassure them</p> <p>SA14. ask questions to collect all necessary information regarding the patient's condition and other personal details like his/her address, DOB</p>

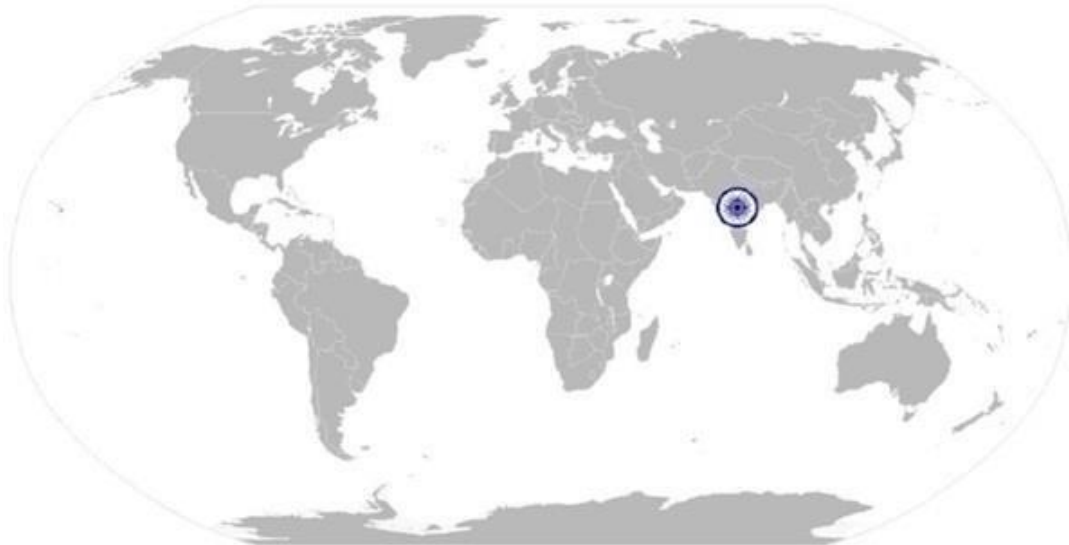
HSS/N0510 Perform pre-procedural activities of sample collection

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions to ensure consistent quality SB2. make decisions on good laboratory practices without making errors during phlebotomy
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. use resources effectively when carrying out work
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. communicate effectively with patients of all ages, supervisors, and peers/co-workers SB5. maintain patient's confidentiality SB6. follow practices that respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. identify immediate or temporary solutions to resolve delays SB8. identify appropriate solutions to patient's problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. analyze patient's behaviour to identify their state of mind
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB10. analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures	

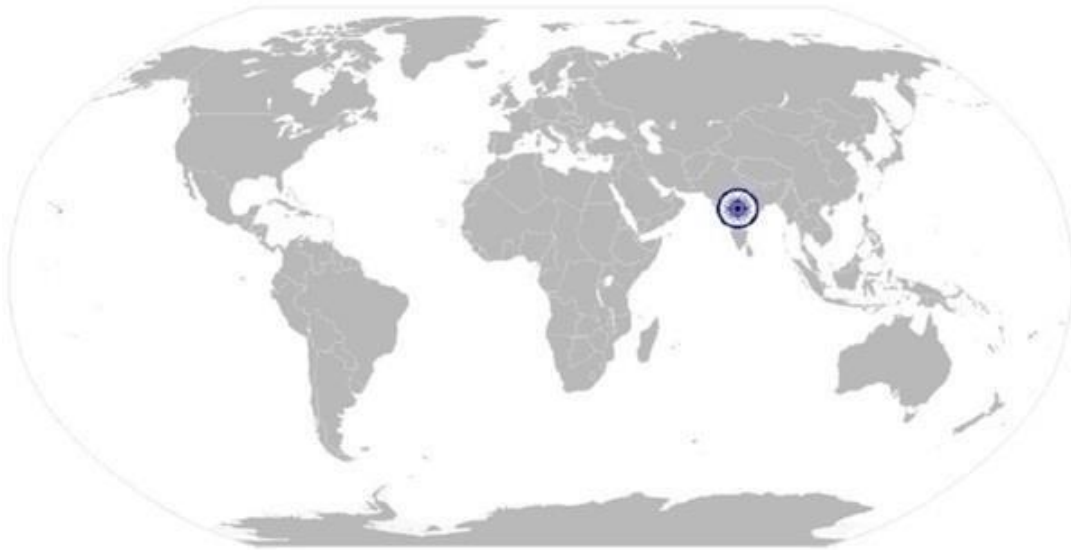
HSS/N0510 Perform pre-procedural activities of sample collection

NOS Version Control

NOS Code	HSS/N0510		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Diagnostic	Next review date	07/01/2026



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required for preparing a venipuncture site that is appropriate for obtaining blood samples and to draw blood samples from patients using correct techniques

HSS/N0511

Perform procedural activities of sample collection

Unit Code		HSS/N0511
Unit Title (Task)		Perform procedural activities of sample collection
Description	This Occupational Standard describes the knowledge, understanding and skills required for preparing a venipuncture site that is appropriate for obtaining blood samples and to draw blood samples from patients using correct techniques	
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Prepare an appropriate venipuncture site for blood collection • Use correct techniques for blood collection • Provide information and support for special procedures • Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc. 	
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Prepare an appropriate venipuncture site for blood collection	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein PC2. ask the patient to form a fist so the veins are more prominent PC3. locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve PC4. apply the tourniquet about 4–5 finger widths above the venipuncture site and re-examine the vein PC5. clean the venipuncture site with isopropyl alcohol as per institutional guidelines 	
Use correct techniques for blood collection	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC6. anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site PC7. insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection PC8. enter the vein swiftly at an angle of less than/ equal to 30-degrees PC9. release the tourniquet when the blood starts flowing in the first tube or syringe PC10. follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc. PC11. withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines PC12. ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised PC13. use appropriate equipment if required for difficult venous access PC14. perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols 	

HSS/N0511 Perform procedural activities of sample collection

<p>Provide information and support during special procedures</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. prepare patient for the special procedure and take consent as required</p> <p>PC16. inform the patient about the special procedure and confirm understanding</p> <p>PC17. calm down anxious patients by providing necessary information and reassurance</p> <p>PC18. prepare the equipment for the special procedure to be performed by the clinician</p>
<p>Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC19. provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection</p> <p>PC20. identify the appropriate sample collection equipment as per the test request form</p> <p>PC21. provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection</p> <p>PC22. label the sample following standard protocols after collection</p> <p>PC23. handle, transfer and store the sample safely following standard protocols</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. importance of health, safety, and security protocols followed by the health care provider</p> <p>KA2. relevant information on health, safety, and security at the healthcare provider</p> <p>KA3. relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA4. how to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA5. basic structure and function of the healthcare system in the country</p> <p>KA6. features, need and usage of Laboratory Management Information System (LMIS)</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to locate and determine a site suitable for venipuncture</p> <p>KB2. how to clean and prepare the suitable site for venipuncture</p> <p>KB3. angle of needle insertion when using a straight needle or a winged device</p> <p>KB4. how blood collection needles are used to perform a venipuncture</p> <p>KB5. how tourniquets are used to make the vein prominent for collection</p> <p>KB6. how to use needle holders that attaches the needle to a vacuum tube</p> <p>KB7. how to use vacuum tubes or vials that have different color caps</p> <p>KB8. how to place gauze on the site of the blood draw</p> <p>KB9. how to apply pressure on the venipuncture site</p>

HSS/N0511

Perform procedural activities of sample collection

	<p>KB10. how to prevent hemolysis</p> <p>KB11. how to mix tubes with additives as per the recommendations</p> <p>KB12. the order of draw for open and closed collection</p> <p>KB13. inappropriate sites for venipuncture</p> <p>KB14. how to avoid pre-analytical errors and complications during sample collection</p> <p>KB15. how to make sure the venipuncture site is dry</p> <p>KB16. how to avoid a probing, traumatic venipuncture</p> <p>KB17. how to avoid prolonged tourniquet application or fist clenching</p> <p>KB18. purpose of special procedures and preparation required for these</p> <p>KB19. special procedures: e.g. FNAC, PAP smear, bone marrow, scraping and environmental monitoring, etc.</p> <p>KB20. importance and procedures of collection of urine, sputum, stool or semen samples for examination purpose</p> <p>KB21. importance of safe transfer and storing of samples</p> <p>KB22. basic structure and function of the body system</p> <p>KB23. process, condition & resources required by the body to support healthy functioning</p> <p>KB24. bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know: <ul style="list-style-type: none"> SA1. write labels accurately on the samples SA2. write records of sample collected and tests to be conducted
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. read materials to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA4. read and correctly interpret internal communications
Oral Communication (Listening and Speaking Skills)	

HSS/N0511

Perform procedural activities of sample collection

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA6. maintain interpersonal relationships SA7. distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA8. discuss requirements with colleagues SA9. interact with a supervisor in clear terms following professional protocols SA10. avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA11. interact with the patient clearly and reassure them SA12. ask questions to collect all necessary information regarding the patient's condition and other personal details like his/her address, DOB
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. make decisions on good laboratory practices without making errors during phlebotomy
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB2. use resources effectively when carrying out work
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB3. maintain patient's confidentiality SB4. follow practices that respect the rights of the patient(s)
	<p>Problem Solving</p>
	<p>The user/individual on the job must be able to:</p> <ul style="list-style-type: none"> SB5. identify immediate or temporary solutions to resolve delays SB6. identify appropriate solutions to patient problems
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB7. analyze patient's behaviour to identify their state of mind
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB8. analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures 	

HSS/N0511

Perform procedural activities of sample collection

NOS Version Control

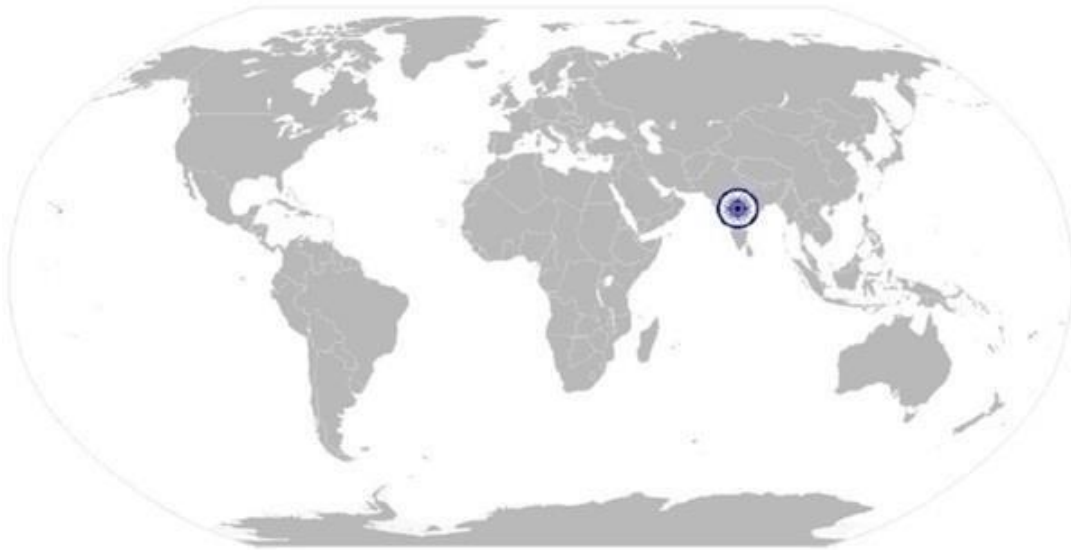
NOS Code	HSS/N0511		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Diagnostic	Next review date	07/01/2026



HSS/N0512

Perform post- procedural activities of sample collection

National Occupational Standard



Overview

This Occupational Standard is about the knowledge, understanding and skills required in transporting the blood samples to the laboratory and updating patient records.

HSS/N0512 Perform post- procedural activities of sample collection

Unit Code	HSS/N0512
Unit Title (Task)	Perform post-procedural activities of sample collection
Description	This OS unit is about transporting samples to the laboratory once they are collected from the patient and updating the records.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Transport and store samples • Update patient's records • Ensure restocking of supplies
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Transport and store samples	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. transport the samples to the laboratory in time PC2. handle, transfer and store samples safely to avoid leakage and spilling PC3. maintain an appropriate temperature as per standards while transporting and storing samples PC4. use one requisition form for each blood culture set indicating the site used and time of sample collection PC5. use appropriate format to complete documentation for transporting and storing samples
Update Patient's records	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC6. check labels of samples for clarity, accuracy and completeness PC7. keep track of patient's data and information PC8. maintain patient's record accurately and updated as per institutional protocol
Ensure restocking of supplies	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC9. determine demand of diagnostic and other medical supplies accurately PC10. ensure stocks are replenished as per anticipated need PC11. ensure the stocks are stored safely, securely and as per organizational standard practices
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 in the hospitals/laboratories/medical centres KA2. how to engage with the medical officer for support in case the situation is beyond one's competence KA3. importance of the role of Phlebotomist in supporting operations of department

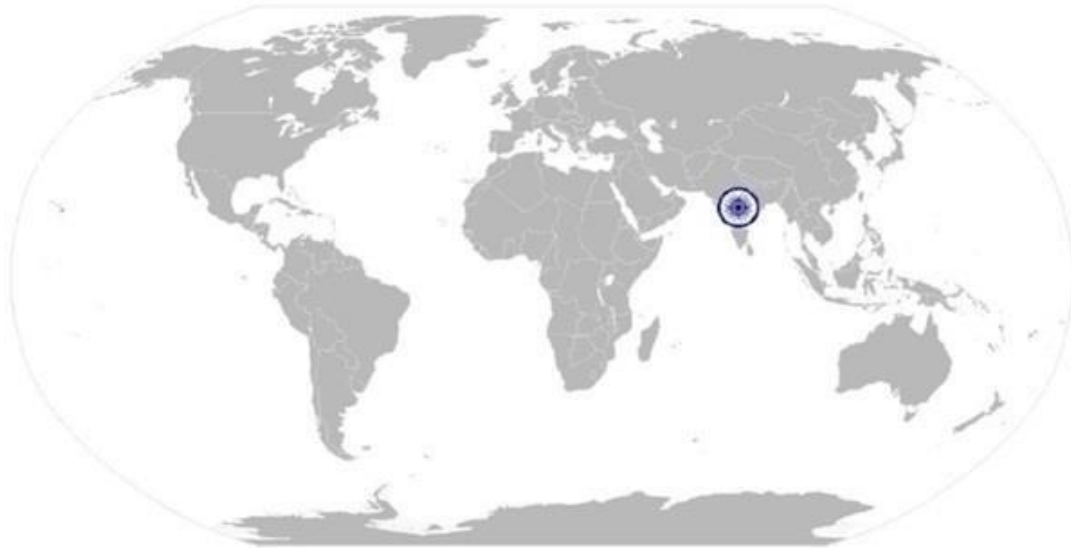
HSS/N0512	<p>Perform post- procedural activities of sample collection</p> <p>KA4. how to dress appropriately as per the organizational policies</p> <p>KA5. organizational expectations as defined by the employee standards of performance, organization’s policies and procedures, and the organization's strategic goals</p> <p>KA6. relevant employee policies and procedures applicable to own work and employment</p> <p>KA7. basic structure and function of the healthcare system in the country</p> <p>KA8. features, need and usage of Laboratory Management Information System (LMIS)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. protocols for sample transport such as following laboratory requirements, complete documentation, leak proofing, appropriate temperature, sample storage protocol and guidelines, safety and hygiene measures</p> <p>KB2. basic medical terms and principles related to phlebotomy</p> <p>KB3. critical values in the blood reports, their interpretation and significance</p> <p>KB4. elements in patient reports and their purpose</p> <p>KB5. data entry process for updating patient records and related precautions</p> <p>KB6. importance and methods of keeping track of patient data and information</p> <p>KB7. hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency</p> <p>KB8. basic structure and function of the body system and associated component</p> <p>KB9. process, condition & resources required by the body to support healthy functioning</p> <p>KB10. bodily processes such as maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure</p> <p>KB11. measures and process of protection from infection</p> <p>KB12. acceptable assumptions, data sources and models to calculate anticipate future demand and various contributing factors</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. update patient medical records</p>

<p>HSS/N0512</p>	<p>Perform post- procedural activities of sample collection</p> <p>SA2. label blood and serum samples clearly SA3. maintain safety and sanitation records SA4. record information in LMIS</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA6. read and correctly interpret internal communications</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>SA7. maintain interpersonal relationships SA8. distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA9. discuss requirements with colleagues SA10. interact with a supervisor in clear terms following professional protocols SA11. avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA12. interact with the patient clearly and reassure them SA13. ask questions to collect all necessary information regarding the patient's condition and other personal details like his/her address, DOB</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions to ensure consistent quality, favourable revenues and the desired patient's outcome SB2. make decisions on good laboratory practices without making errors during phlebotomy</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. use resources effectively when carrying out work</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. maintain patient's confidentiality SB5. follow practices that respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>The user/individual on the job must be able to:</p>

HSS/N0512

Perform post- procedural activities of sample collection

	SB6. identify immediate or temporary solutions to resolve delays
	SB7. identify appropriate solutions to patient problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. analyze patient's behaviour to identify their state of mind
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB9. analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures	

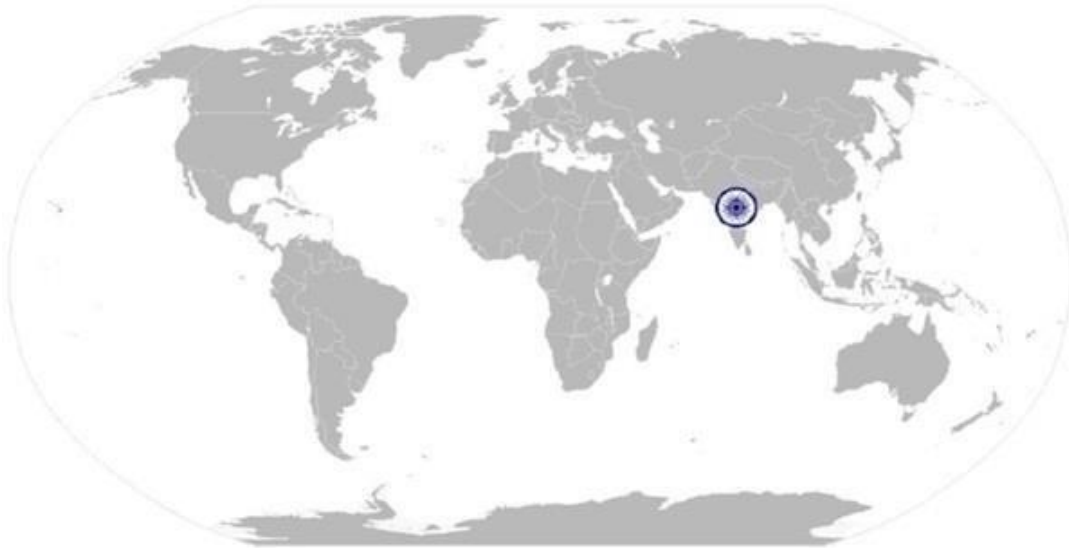


HSS/N0512

Perform post- procedural activities of sample collection

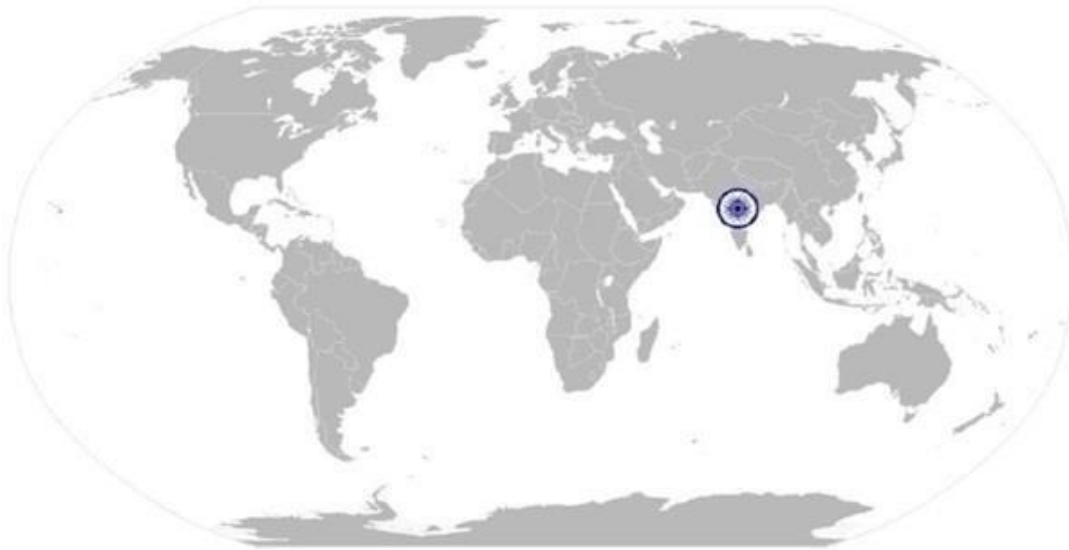
NOS Version Control

NOS Code	HSS/N0512		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Diagnostic	Next review date	07/01/2026



HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard	Unit Code	HSS/N9615
	Unit Title (Task)	Maintain interpersonal relationship with patients, colleagues and others
	Description	This OS unit is about effective communication and exhibiting professional behaviour with co-workers, patients and their family members in response to queries or as part of health advice and counselling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Communicate and maintain professional behavior with co-workers and patients and their families • Work with other people to meet requirements • Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements
Performance Criteria (PC) w.r.t. the Scope		
	Element	Performance Criteria
	Communicate and maintain professional behaviour with co-workers and patients & their families	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them</p> <p>PC2. utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. confirm that the needs of the individual have been met</p> <p>PC4. respond to queries and information needs of all individuals</p> <p>PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. respect the individual's need for privacy</p> <p>PC7. maintain any records required at the end of the interaction</p>
	Work with other people to meet requirements	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC8. integrate one's work with another people's work effectively</p> <p>PC9. utilize time effectively and pass on essential information to other people on timely basis</p> <p>PC10. work in a way that shows respect for other people</p> <p>PC11. carry out any commitments made to other people</p> <p>PC12. reason out the failure to fulfil commitment</p> <p>PC13. identify any problems with team members and other people and take the initiative to solve these problems</p>
	Establish and manage	To be competent, the user/ individual on the job must be able to:

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

<p>requirements, planning and organizing work, ensuring accomplishment of the requirements</p>	<p>PC14. establish, agree, and record the work requirements clearly PC15. ensure his/her work meets the agreed requirements PC16. treat confidential information correctly PC17. work in line with the organization’s procedures and policies and within the limits of his/ her job role</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. business, mission, and objectives of the organization KA4. scope of work of the role KA5. responsibilities and strengths of the team and their importance to the organization KA6. information that is considered confidential to the organization KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9. relevant policies and procedures of the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2. how to handle stressful or risky situations when communicating with patients and/ or other individuals KB3. when to ask for assistance when situations are beyond one’s competence and authority KB4. how to maintain confidentiality and to respect an individual’s need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. essential information that needs to be shared with other people KB8. importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. importance of integrating ones work effectively with others KB10. types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. types of opportunities an individual may seek out to improve relationships with others</p>

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

	<p>KB12. how to deal with difficult working relationships with other people to sort out</p> <p>KB13. importance of asking the appropriate individual for help when required</p> <p>KB14. importance of planning, prioritizing and organizing, timely work</p> <p>KB15. the importance of clearly establishing work requirement</p> <p>KB15. importance of being flexible in changing priorities when the importance and urgency comes into play</p> <p>KB16. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited</p> <p>KB17. importance of keeping the work area clean and tidy</p>
Skills (S)	
<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. write effective communications to share information with the team members and other people outside the team</p> <p>SA2. write at least one local/ official language used in the local community</p> <p>SA3. report progress and results</p> <p>SA4. record problems and resolutions</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and understand work related documents and information shared by different sources</p> <p>SA6. read organizational policies and procedures</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>SA7. communicate essential information to colleagues face-to-face or through telecommunication</p> <p>SA8. speak at least one local language</p> <p>SA9. question others appropriately in order to understand the nature of the request or compliant</p> <p>SA10. report progress and results</p> <p>SA11. interact with other individuals</p> <p>SA12. negotiate requirements and revised agreements for delivering them</p>	
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	<p>Plan and Organize</p>
<p>The user/individual on the job needs to know and understand:</p>	

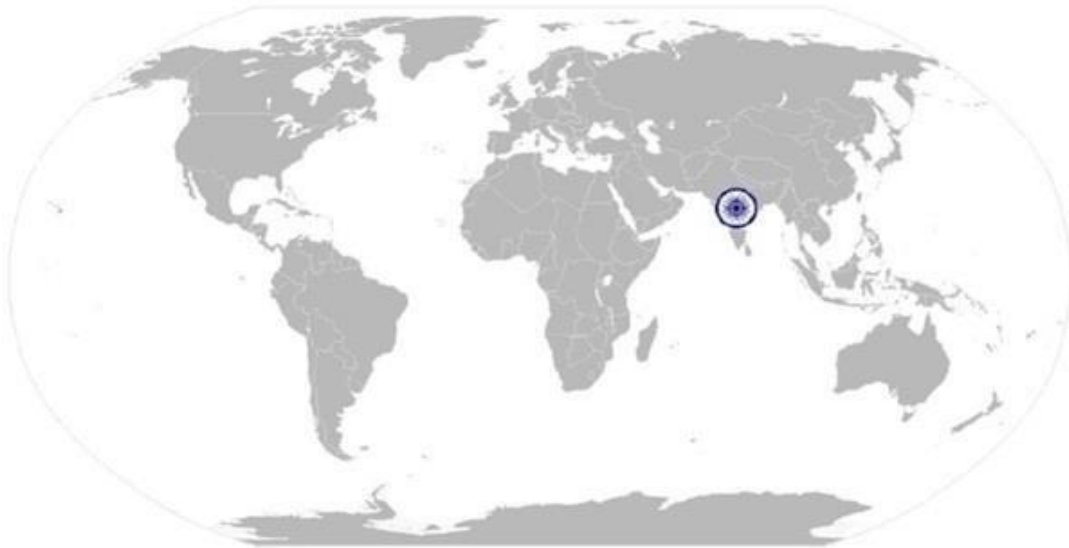
HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

	SB2. plan and organize files and documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. be responsive to problems of the individuals
	SB4. be available to guide, counsel and help individuals when required
	SB5. be patient and non-judgmental at all times
	SB6. communicate effectively with patients and their family, physicians, and other members of the health care team
	SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	SB8. be sensitive to potential cultural differences
	SB9. maintain patient confidentiality
	SB10. respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB11. understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	NA
	Critical Thinking
	NA

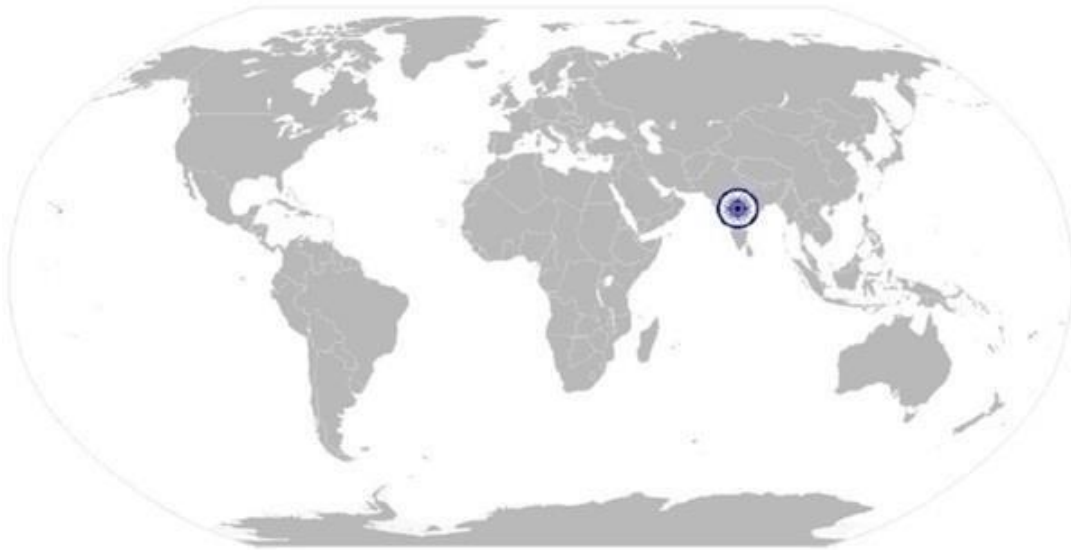
HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

NOS Version Control

NOS Code	HSS/N9615		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Generic	Next review date	07/01/2026



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required by an individual to recognize boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9616

Maintain professional & medico-legal conduct

National Occupational Standard	Unit Code	HSS/N9616
	Unit Title (Task)	Maintain professional & medico-legal conduct
	Description	This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider. This is applicable to all Allied Health Professionals working in an organized, regulated environment.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Maintain professional behaviour • Act within the limit of one's competence and authority • Follow the code of conduct and demonstrating best practices in the field
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain professional behaviour	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. respect patient's individual values and needs PC2. maintain patient's confidentiality PC3. meet timelines for each assigned task PC4. respect patient's dignity and use polite language to communicate PC5. maintain professional environment
	Act within the limit of one's competence and authority	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC6. work within organizational systems and requirements as appropriate to one's role PC7. adhere to legislation, protocols and guidelines relevant to one's role and field of practice PC8. maintain competence within one's role and field of practice PC9. evaluate and reflect on the quality of one's work and make continuing improvements PC10. use relevant research-based protocols and guidelines as evidence to inform one's practice
	Follow the code of conduct and demonstrate best practices in the field	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC11. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority PC12. promote and demonstrate good practice as an individual and as a team member at all times PC13. identify and manage potential and actual risks to the quality and safety of practice PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem

HSS/N9616

Maintain professional & medico-legal conduct

	PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. the relevant legislation, standards, policies, and procedures followed in the organization KA2. the medical procedures and functioning of required medical equipment KA3. role and importance of assisting other healthcare providers in delivering care KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care KA5. personal hygiene measures and handling techniques
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. the limitations and scope of the role and responsibilities of self and others KB2. the importance of working within the limits of one's competence and authority KB3. the importance of personally promoting and demonstrating good practice KB4. the detrimental effects of non-compliance KB5. the importance of intercommunication skills KB6. the legislation, protocols and guidelines affecting one's work KB7. the organizational systems and requirements relevant to one's role KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field KB9. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB10. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements KB11. how to report and minimize risks KB12. the principle of meeting the organization's needs, and how this should enable one to recognize one's own limitations and when one should seek support from others KB13. one's job role and job responsibility KB14. the job role and responsibilities of co workers KB15. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported KB16. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization KB17. the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this

HSS/N9616

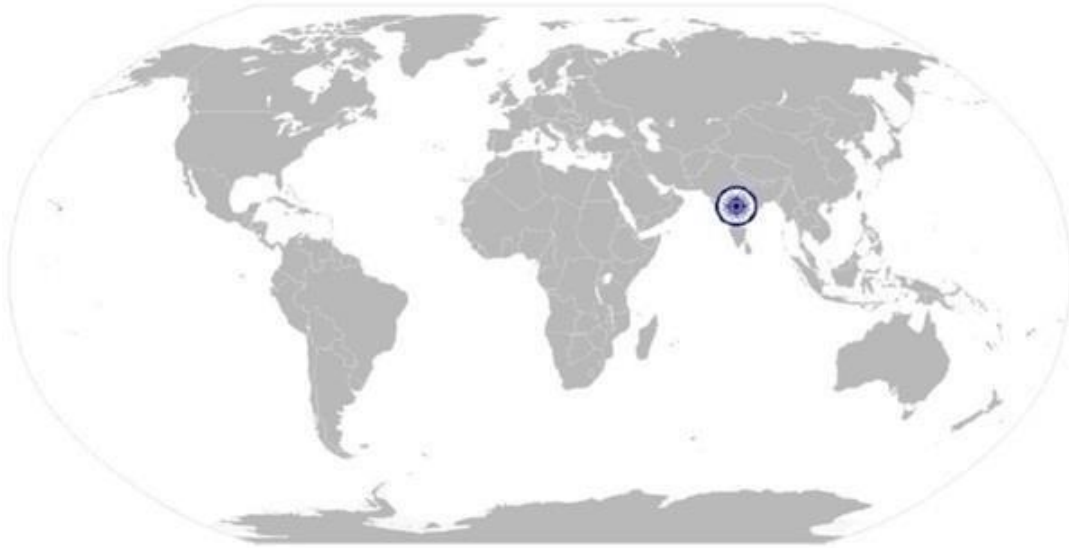
Maintain professional & medico-legal conduct

	<p>affects the way one work as an individual or part of a team</p> <p>KB18. risks related to quality and safety</p> <p>Risks: working outside the boundaries of competence and authority, not keeping up to date with best practice, poor communication, Insufficient support, Lack of resources</p> <p>KB19. the importance of personal hygiene</p>
Skills (S)	
A. Core Skills / Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. document reports, task lists, and schedules
	SA2. prepare status and progress reports
	SA3. record daily activities
SA4. update other co-workers	
Writing Skills	
The user/individual on the job needs to know and understand how to:	
SA5. keep updated with the latest knowledge	
SA6. read about changes in legislations and organizational policies	
Oral Communication (Listening and Speaking Skills)	
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
	SB2. act decisively by balancing protocols and work at hand
	Plan and Organize
	NA
	Customer Centricity
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. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern	
SB5. be sensitive to potential cultural differences	
SB6. maintain patient confidentiality	
SB7. respect the rights of the patient(s)	
Problem Solving	

HSS/N9616

Maintain professional & medico-legal conduct

	NA
	Analytical Thinking
	NA
	Critical Thinking
	NA

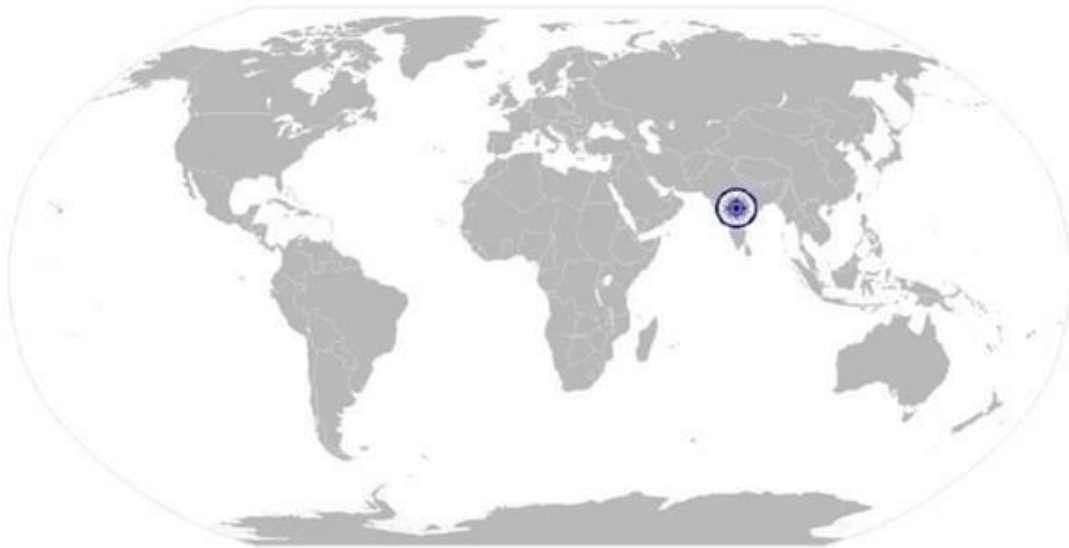


HSS/N9616

Maintain professional & medico-legal conduct

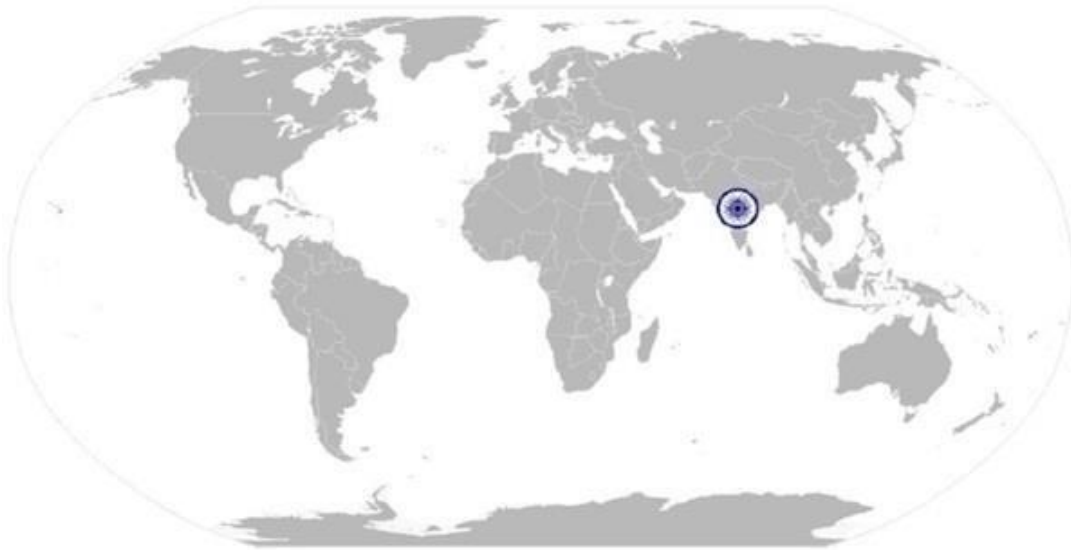
NOS Version Control

NOS Code	HSS/N9616		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Generic	Next review date	07/01/2026



HSS/N9617 Maintain a safe, healthy and secure working environment

National Occupational Standard



Overview

This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions.

HSS/N9617 Maintain a safe, healthy and secure working environment

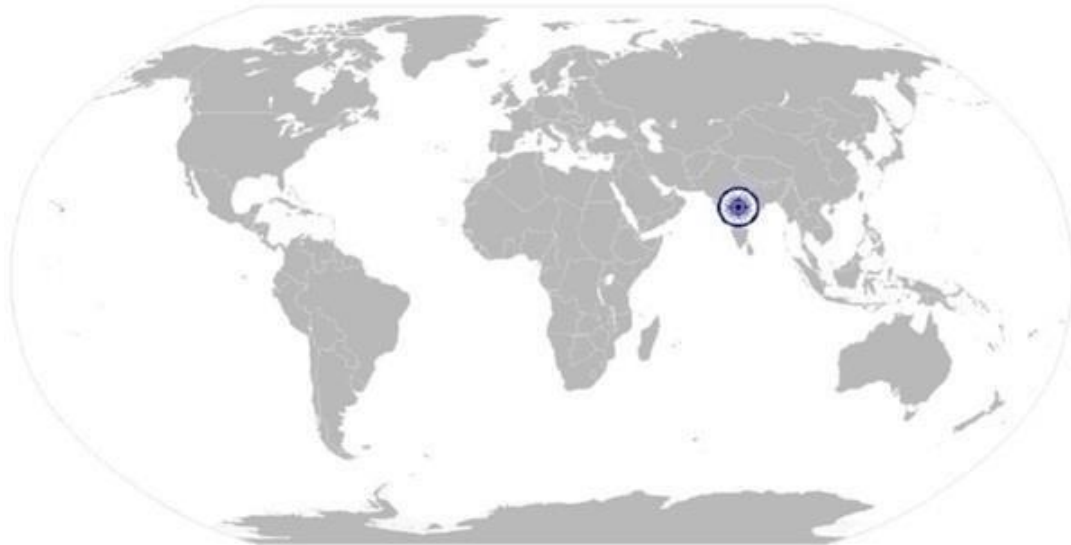
Unit Code	HSS/N9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Comply the health, safety and security requirements and procedures for workplace • Handle any hazardous situation with safely, competently and within the limits of authority • Report 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
Comply the health, safety and security requirements and procedures for workplace	<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. comply with health, safety and security procedures and protocols for environmental safety</p>
Handle any hazardous situation with safely, competently and within the limits of authority	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. identify potential hazards and breaches of safe work practices</p> <p>PC5. identify and interpret various hospital codes for emergency situations</p> <p>PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable</p> <p>PC8. follow the organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC9. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. complete any health and safety records legibly and accurately</p>
Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC11. report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately</p>
Knowledge and Understanding (K)	
A. Organizational	The user/individual on the job needs to know and understand:

HSS/N9617 Maintain a safe, healthy and secure working environment

<p>Context (Knowledge of the company / organization and its processes)</p>	<p>KA1. importance of health, safety, and security in the workplace KA2. basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. person(s) responsible for maintaining healthy, safe and secure workplace KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace KA5. responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintaining them KB3. importance of being alert to health, safety, and security hazards in the work environment KB4. common health, safety, and security hazards that affect people working in an administrative role KB5. how to identify health, safety, and security hazards KB6. 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 The user/ individual on the job needs to know and understand how to: SA1. report and record incidents</p> <p>Reading Skills The user/individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures</p> <p>Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA3. report hazards and incidents with the appropriate level of urgency clearly</p>
<p>B. Professional Skills</p>	<p>Decision Making The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the area of work</p> <p>Plan and Organize The user/individual on the job needs to know and understand how to: SB2. plan for safety of the work environment</p> <p>Customer Centricity 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. be capable of being responsive, listen empathetically to establish rapport in</p>

HSS/N9617 Maintain a safe, healthy and secure working environment

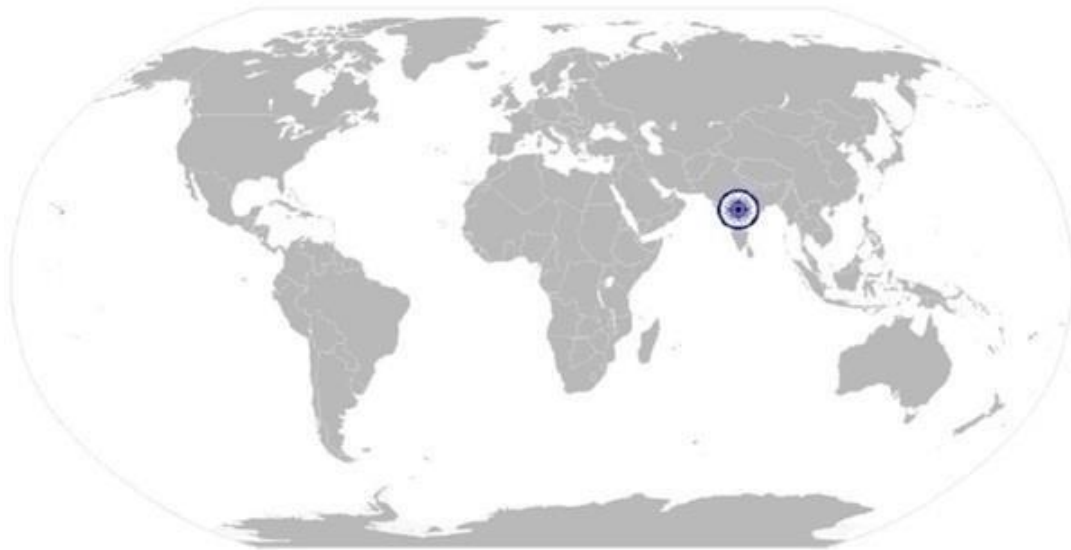
	a way that promotes openness on issues of concern
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	



HSS/N9617 Maintain a safe, healthy and secure working environment

NOS Version Control

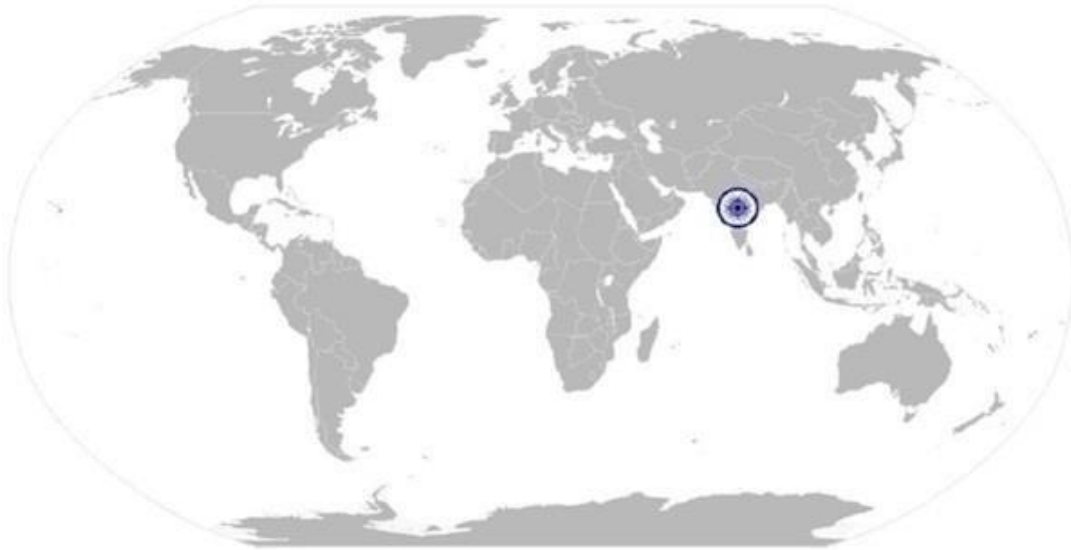
NOS Code	HSS/N9617		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Generic	Next review date	07/01/2026



HSS/N9618

Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to manage biomedical waste and to comply with infection control policies and procedures.

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

Unit Code	HSS/N9618
Unit Title (Task)	Follow infection control policies & procedures including biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste and following infection control polices.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Comply with effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/ services) • Maintain personal protection and preventing the transmission of infection from person to person
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	<p>To be competent, the user/ individual on the job must be able to:</p> <p>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</p> <p>PC2. store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
Comply with effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/ services)	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p> <p>PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p>

HSS/N9618

Follow infection control policies & procedures including biomedical waste disposal protocols

	<p>PC11. confine records, materials and medicaments to a well-designated clean zone</p> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p>Maintain personal protection and preventing the transmission of infection from person to person</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization’s emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p> <p>KA5. the current national legislation, guidelines, local policies and protocols which affect work practice</p>
<p>B. Technical Knowledge</p>	<p>The user / individual on the job needs to know and understand:</p> <p>KB1. importance of and how to 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</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of</p>

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Follow infection control policies & procedures including biomedical waste disposal protocols

	<p>risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p> <p>KB7. identification and management of infectious risks in the workplace</p> <p>KB8. aspects of infectious diseases including opportunistic organisms, pathogens</p> <p>KB9. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB10. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition</p> <p>KB11. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderly</p> <p>KB12. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB13. sharps handling and disposal techniques</p> <p>KB14. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB15. how to use personal protective equipment</p> <p>KB16. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
B. Professional Skills	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to: SA3. listen patiently SA4. clearly report hazards and incidents with the appropriate level of urgency
	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

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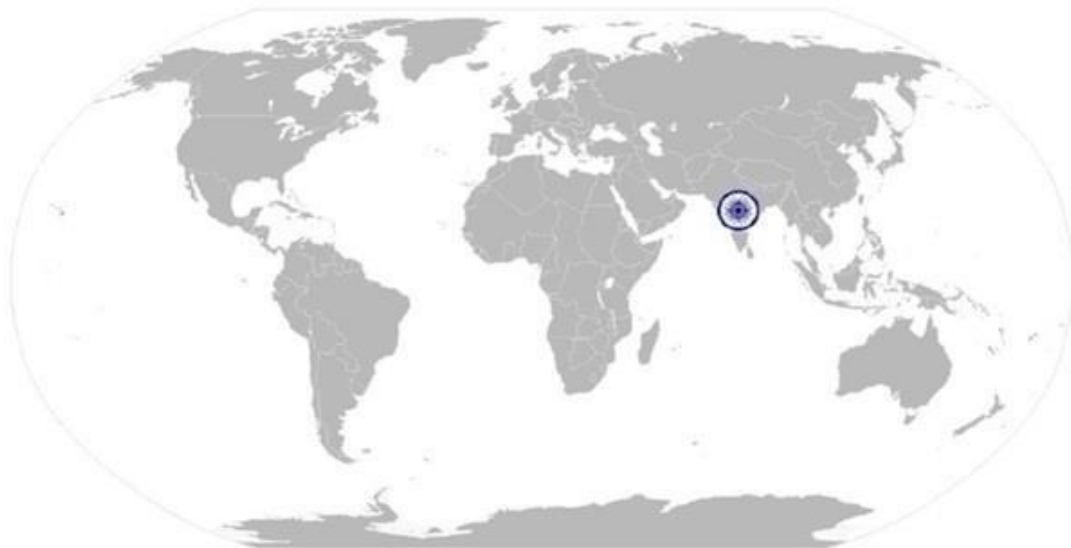
Follow infection control policies & procedures including biomedical waste disposal protocols

	SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB3. consistently follow the procedure for washing and drying hands
	SB4. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB5. make exceptional effort to keep the environment and workplace clean
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB6. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB7. analyze the seriousness of hazards pertaining to hospital waste and related infections
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
	SB9. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

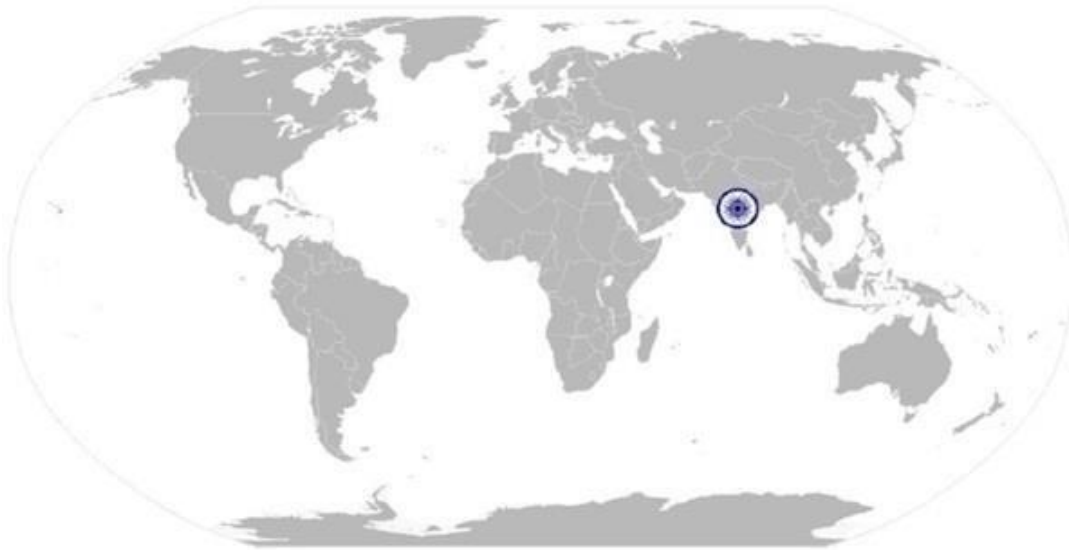
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

NOS Version Control

NOS Code	HSS/N9618		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Generic	Next review date	07/01/2026



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required by an allied health professional for making site visits and following related etiquette.

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Follow etiquette for site visits

Unit Code	HSS/N9619
Unit Title (Task)	Follow etiquette for site visits
Description	This Occupational Standard describes the knowledge, understanding and skills required by an allied health professional for making site visits and following related etiquette
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Prepare for site visits • Follow visit etiquette
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare for site visits	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. follow telephone etiquette while talking to client/patient PC2. confirm purpose, time and site information for making the site visit PC3. ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities PC4. plan route for site visit and determine travel time for arriving on time at the site PC5. carry requisite identification documents for introduction to the client on-site
Follow visit etiquette	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC6. introduce oneself and purpose for arrival to the client PC7. ensure not to soil or litter the facility at any time PC8. seek prior permission while accessing the premises PC9. request the client to make necessary adjustments to the space for carrying out required activities as per standard PC10. inform the client about the procedure and sequence of activities to be carried out PC11. provide information on next steps and respond to related queries PC12. complete billing procedures and other documentation as required PC13. dispose any waste as per waste disposal guidelines PC14. address any delays, accidents or errors to ensure client/patient satisfaction PC15. obtain feedback from the client as per organizational procedures PC16. ensure all the belongings are being collected before leaving the site
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. organizational procedures for off-site visits KA2. layout of the area where visits are likely to be scheduled KA3. service timelines of the organization

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Follow etiquette for site visits

organization and its processes)	<p>KA4. documentation requirements for carrying out the service request as per company procedures</p> <p>KA5. features, need and usage of Laboratory Management Information System (LMIS)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of being on time</p> <p>KB2. telephone etiquette</p> <p>KB3. importance and element of preparation before a site-visit</p> <p>KB4. sources of information about routes and local area layout</p> <p>KB5. privacy needs of clients and related etiquette</p> <p>KB6. importance of carrying identification documents and introducing oneself to the client on arrival</p> <p>KB7. points to be taken care of while visiting client’s residential facilities</p> <p>KB8. common access procedures in office buildings</p> <p>KB9. correct waste disposal procedures</p> <p>KB10. importance of seeking necessary permissions before accessing and using client facilities, resources and areas</p> <p>KB11. importance of setting correct expectations for follow-up action with the client</p> <p>KB12. steps to ensure that client facilities are not soiled or littered, and its importance</p> <p>KB13. importance of communicating needs and expectation from the client to ensure good quality service at the site</p> <p>KB14. procedure to follow if client is not available at site on visiting</p> <p>KB15. procedure to follow in case of delay in reaching client site</p> <p>KB16. procedure to follow in case there is an accident or mis-happening on client’s premises</p> <p>KB17. the prevalent market charges for providing sample collection and diagnosis services</p> <p>KB18. correct procedure for preparing the bill including the breakup of GST</p> <p>KB19. various methods of collecting payment from the client</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write in least one local/ official language used in the local community</p> <p>SA2. record availability of supplies</p> <p>SA3. provide written requests for additional supplies when required</p>
	Reading Skills
	The user/individual on the job needs to know and understand how to:

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Follow etiquette for site visits

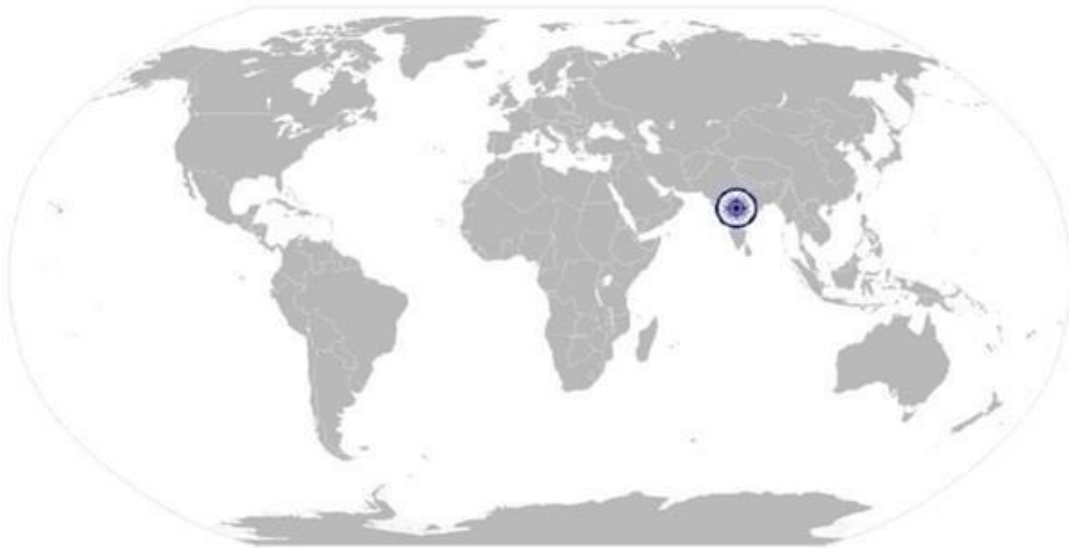
	SA4. read and correctly interpret records and registers for medical supplies
	SA5. read instructions and pamphlets provided as part of training for ordering or maintaining
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to:
	SA6. communicate effectively to request additional supplies
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. decide on the level of anticipated demand
	SB2. decide when to procure additional supplies
	SB3. decide quantities of medical supplies to request
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB4. how to plan availability of medical supplies
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB5. cater to the need of patients/ individuals for specific medical supplies
	Problem Solving
	The user/individual on the job needs to know and understand how to:
SB6. handle non-availability of medical supplies or diagnostic kits when required	
Analytical Thinking	
NA	
Critical Thinking	
NA	

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Follow etiquette for site visits

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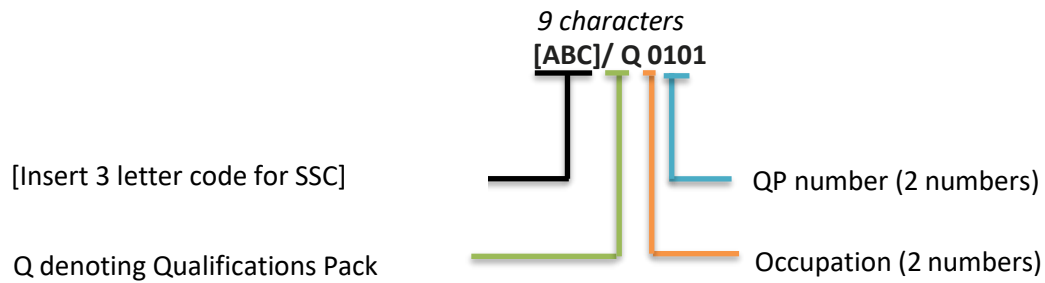
NOS Code	HSS/N9619		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Generic	Next review date	07/01/2026



Annexure

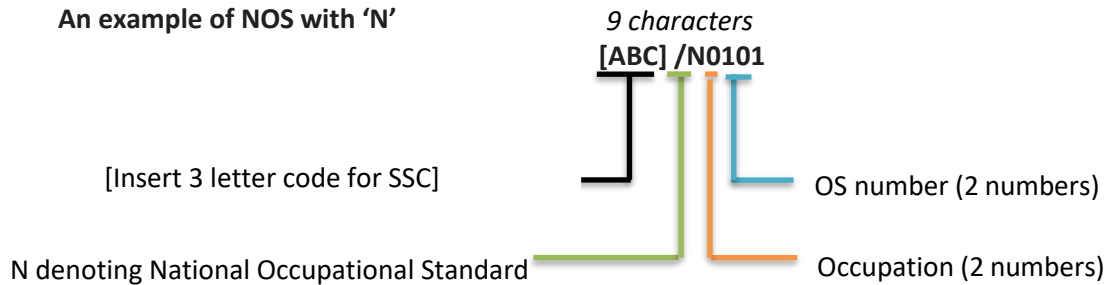
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Community Related	76-85
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry name	HSS
Slash	/	/
Next letter	Whether QP or NOS	Q/N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role Phlebotomist

Qualification Pack HSS/Q0501

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. 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 each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS			Marks Allocation			
Total Marks: 1000			Theory	Viva	OJT	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks				
1. HSS/N0510 Perform pre-procedural activities of sample collection	PC1. introduce themselves to the patient in a professional manner	154	58	15	26	
	PC2. match the patient's details with the laboratory form, to ensure accurate identification					
	PC3. seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.					
	PC4. reassure the person and make them comfortable before beginning the procedure for anxious patients					
	PC5. provide details of procedure to be performed to the patient and obtain verbal					

	consent to proceed					
	PC6. ensure informed written consent of the patient as per organizational procedure					
	PC7. maintain adequate supplies of medical and diagnostic equipment					5
	PC8. follow organizational procedures for requisitioning of supplies					
	PC9. handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals					7
	PC10. organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley					7
	PC11. ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury					7
	PC12. ensure all equipment to be used is clean, sterilized and in working condition					
	PC13. label blood sample of the patient as per standard practice					5
	PC14. check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form					7
	PC15. discard the used needle or blood sampling device into a puncture resistant container					5
	PC16. discard all used items into the appropriate category of waste receptacles/bins					5
	PC17. perform hand hygiene before and after drawing blood					7
		154	58	15	26	55
2. HSS/N0511 Perform procedural activities of sample collection	PC1. extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein	321	98	70	37	6
	PC2. ask the patient to form a fist so the veins are more prominent					5
	PC3. locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve					5
	PC4. apply the tourniquet about 4–5 finger widths above the venipuncture site and re-examine the vein					5
	PC5. clean the venipuncture site with isopropyl alcohol as per institutional guidelines					6
	PC6. anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site					4

	PC7. insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection					4
	PC8. enter the vein swiftly at an angle of less than/ equal to 30-degrees					6
	PC9. release the tourniquet when the blood starts flowing in the first tube or syringe					3
	PC10. follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc.					3
	PC11. withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines					3
	PC12. ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised					3
	PC13. use appropriate equipment if required for difficult venous access					4
	PC14. perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols					5
	PC15. prepare patient for the special procedure and take consent as required					7
	PC16. inform the patient about the special procedure and confirm understanding					4
	PC17. calm down anxious patients by providing necessary information and reassurance					7
	PC18. prepare the equipment for the special procedure to be performed by the clinician					7
	PC19. provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection					5
	PC20. identify the appropriate sample collection article as per the test request form					
	PC21. provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection					5
	PC22. label the sample following standard protocols after collection					7
	PC23. handle, transfer and store the sample safely following standard protocols					7
		321	98	70	42	111
3. HSS/N0512 Perform post-procedural activities of	PC1. transport the samples to the laboratory in time	160	56	10	33	5
	PC2. handle, transfer and store samples safely to avoid leakage and spilling					7

sample collection	PC3. maintain an appropriate temperature as per standards while transporting and storing samples					5
	PC4. use one requisition form for each blood culture set indicating the site used and time of sample collection					
	PC5. use appropriate format to complete documentation for transporting and storing samples					5
	PC6. check labels of samples for clarity, accuracy and completeness					8
	PC7. keep track of patient's data and information					8
	PC8. maintain patient's record accurately and updated as per institutional protocol					6
	PC9. determine demand of diagnostic and other medical supplies accurately					10
	PC10. ensure stocks are replenished as per anticipated need					
	PC11. ensure the stocks are stored safely, securely and as per organizational standard practices					7
			160	56	10	33
4. HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others	PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them					
	PC2. utilize all training and information at one's disposal to provide relevant information to the individual					
	PC3. confirm that the needs of the individual have been met					
	PC4. respond to queries and information needs of all individuals					
	PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality	13	13	0	0	
	PC6. respect the individual's need for privacy					
	PC7. maintain any records required at the end of the interaction					
	PC8. integrate one's work with another people's work effectively					
	PC9. utilize time effectively and pass on essential information to other people on timely basis					
	PC10. work in a way that shows respect for other people					

	PC11. carry out any commitments made to other people					
	PC12. reason out the failure to fulfil commitment					
	PC13. identify any problems with team members and other people and take the initiative to solve these problems					
	PC14. establish, agree, and record the work requirements clearly					
	PC15. ensure his/her work meets the agreed requirements					
	PC16. treat confidential information correctly					
	PC17. work in line with the organization's procedures and policies and within the limits of his/ her job role					
		13	13	0	0	0
5. HSS/N9616 Maintain professional & medico-legal conduct	PC1. respect patient's individual values and needs	19	19	0	0	
	PC2. maintain patient's confidentiality					
	PC3. meet timelines for each assigned task					
	PC4. respect patient's dignity and use polite language to communicate					
	PC5. maintain professional environment					
	PC6. work within organizational systems and requirements as appropriate to one's role					
	PC7. adhere to legislation, protocols and guidelines relevant to one's role and field of practice					
	PC8. maintain competence within one's role and field of practice					
	PC9. evaluate and reflect on the quality of one's work and make continuing improvements					
	PC10. use relevant research-based protocols and guidelines as evidence to inform one's practice					
	PC11. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority					
	PC12. promote and demonstrate good practice as an individual and as a team member at all times					
	PC13. identify and manage potential and actual risks to the quality and safety of practice					
	PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem					

	PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare					
		19	19	0	0	0
6. HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements					
	PC2. comply with health, safety and security procedures for the workplace					
	PC3. comply with health, safety and security procedures and protocols for environmental safety					
	PC4. identify potential hazards and breaches of safe work practices					
	PC5. identify and interpret various hospital codes for emergency situations					
	PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority					
	PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable	59	20	30	9	
	PC8. follow the organization's emergency procedures promptly, calmly, and efficiently					
	PC9. identify and recommend opportunities for improving health, safety, and security to the designated person					
	PC10. complete any health and safety records legibly and accurately					
	PC11. report any identified breaches in health, safety, and security procedures to the designated person					
	PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately					
		59	20	30	9	0
7. HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols	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 from accidental release					
	PC2. store clinical or related waste in an area that is accessible only to authorized persons	64	21	30	13	
	PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter					
	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection					

	prevention and control					
	PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization					
	PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate					
	PC7. follow protocols for care following exposure to blood or other body fluids as required					
	PC8. remove spills in accordance with the policies and procedures of the organization					
	PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled					
	PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work					
	PC11. confine records, materials and medicaments to a well-designated clean zone					
	PC12. confine contaminated instruments and equipment to a well-designated contaminated zone					
	PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols					
	PC14. replace surface covers where applicable					
	PC15. maintain and store cleaning equipment					
	PC16. report and deal with spillages and contamination in accordance with current legislation and procedures					
	PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination					
	PC18. cover cuts and abrasions with water-proof dressings and change as necessary					
	PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact					

	PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection					
		64	21	30	13	0
8. HSS/N9619 Follow etiquette for site visits	PC1. follow telephone etiquette while talking to client/patient	210	65	45	27	
	PC2. confirm purpose, time and site information for making the site visit					
	PC3. ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities					5
	PC4. plan route for site visit and determine travel time for arriving on time at the site					11
	PC5. carry requisite identification documents for introduction to the client on-site					9
	PC6. introduce oneself and purpose for arrival to the client					11
	PC7. ensure not to soil or litter the facility at any time					4
	PC8. seek prior permission while accessing the premises					
	PC9. request the client to make necessary adjustments to the space for carrying out required activities as per standard					5
	PC10. inform the client about the procedure and sequence of activities to be carried out					4
	PC11. provide information on next steps and respond to related queries					4
	PC12. complete billing procedures and other documentation as required					4
	PC13. dispose any waste as per waste disposal guidelines					4
	PC14. address any delays, accidents or errors to ensure client/patient satisfaction					2
	PC15. obtain feedback from the client as per organizational procedures					5
	PC16. ensure all the belongings are being collected before leaving the site					5
	210	65	45	27	73	