



Telehealth Services Coordinator

QP Code: HSS/Q5801

NSQF Level:4

Healthcare Sector Skill Council || Healthcare Sector Skill Council, 520, DLF Tower A, 5th Floor, Jasola
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New Delhi - 110025

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HSS/Q580I: Telehealth Services Coordinator

Brief Job Description

Telehealth Services Coordinator serves as point-of-contact for telehealth services at either referral/patient/primary health care provider's site or specialty/consultation/secondary/tertiary healthcare provider's site. They support physicians, patients and other providers in using widespread e-Health services. Their key responsibilities include organizing teleconference, scheduling appointments, setting up telemedicine equipment as needed, maintaining inventory, billing, database management with proper documentation and promoting telehealth services in local community especially in locations where there is limited access to healthcare providers.

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 be comfortable working in healthcare environment and usage of technology. They should have the ability to understand and follow technical instructions and effectively use computer applications.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5801: Liaise with patients, healthcare service providers and other personnel for telehealth services](#)
2. [HSS/N5802: Promote the telehealth services as per needs and protocols](#)
3. [HSS/N5803: Prepare and manage the set-up for teleconsultation](#)
4. [HSS/N5804: Facilitate bio-medical instrumentation services for telehealth equipment](#)
5. [HSS/N5805: Provide assistance to healthcare services provider](#)
6. [HSS/N5806: Manage telehealth facility](#)
7. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
8. [HSS/N9618: Follow infection control policies and procedures including biomedical waste disposal protocols](#)

Qualification Pack (QP) Parameters

| | |
|--|---|
| Sector | Healthcare |
| Sub-Sector | Allied Health And Paramedics |
| Occupation | Healthcare Technologies |
| Country | India |
| NSQF Level | 4 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/2263.9900 |
| Minimum Educational Qualification and Experience | 12th Pass (Preferably in Science) OR NSQF Certification Level 3 (Frontline Health Worker) with 3 years of experience OR Certificate (Auxiliary Nurse Midwifery or Multi-Purpose Health Worker) with 2 years of experience |
| Minimum Level of Education for Training in School | Not Applicable |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Approval Date | |
| Version | 1.0 |

HSS/N5801: Liaise with patients, healthcare service providers and other personnel for telehealth services

Description

This OS unit is about preparing individual to act as an interface between referring physician, patients, staff and consultants for telehealth services. This unit also covers liaising with patient accounts, funding sources and other departments or services as needed for telehealth services.

Scope

This unit/task covers the following:

- Register patients for telehealth services
- Handle appointments
- Carry out billing for telehealth services
- Handle queries and guide the concerned personnel accordingly
- Co-ordinate with the concerned personnel for implementation of the telehealth services

Elements and Performance Criteria

Register patients for telehealth services

To be competent, the user/individual on the job must be able to:

- PC1.** inform patients about registration process for availing telehealth facilities
- PC2.** complete the registration details of a patient as per organizational policies
- PC3.** provide a unique reference identity number to the patient as per organizational policies
- PC4.** issue an identity proof of the patient reflecting the unique reference identity number as per organizational policies
- PC5.** explain the importance of carrying, updating and renewing the identity proof (ID) at every use of telehealth services to the patients
- PC6.** enter the patient information on Hospital Information System (HIS) against their respective unique reference identity number during every visit of the patient
Patient Information: consultation, diagnosis, prescription, etc.
- PC7.** renew the registration of the patient as per organizational policies
- PC8.** check the completeness and validity of information updated against the unique reference identity number
- PC9.** ensure that the patient's two identifiers on the ID match with the information on the HIS pertaining to the unique reference identity number
- PC10.** transfer the updated patient information on the latest version of the HIS whenever required

Handle appointments

To be competent, the user/individual on the job must be able to:

- PC11.** schedule appointments for live video-conferencing consultations of patient at patient site in consultation with the consultant physician at specialty site
- PC12.** schedule appointments for various diagnostic or clinical procedures/ counselling sessions with healthcare provider at patient site as outlined in health facility protocols
- PC13.** send reminders to the patients about their upcoming appointments
- PC14.** perform cancellations and re-schedule appointments as required

PC15. update the schedules on records

Carry out billing for telehealth services

To be competent, the user/individual on the job must be able to:

- PC16.** perform patient's billing activities as per the telehealth services availed as per organizational policies and procedures
- PC17.** check that payments received from patients are valid and accurate
- PC18.** store collected payments securely
- PC19.** maintain accounts and reconcile reports, whenever requested

Handle queries and guide the concerned personnel accordingly

To be competent, the user/individual on the job must be able to:

- PC20.** handle each incoming call or visiting personnel or mail received at telehealth set-up appropriately
- PC21.** answer queries of patients, family and referring physician appropriately
- PC22.** discuss the queries with relevant authority
- PC23.** prepare a proper telehealth referral or advise as per the needs of the patient/referring physician
- PC24.** provide follow-through to ensure that all issues/queries are resolved expediently and appropriately
- PC25.** maintain proper records of all incoming calls or visiting personnel
- PC26.** provide guidance on telehealth set-up schedules, promotional material, documents, consent forms, satisfaction surveys, and other information to the on-site medical staff and patients as per the requirement

Co-ordinate with the concerned personnel for implementation of the telehealth services

To be competent, the user/individual on the job must be able to:

- PC27.** facilitate periodic basic technical support
- PC28.** facilitate periodic general system maintenance
- PC29.** coordinate with consulting/ secondary/ tertiary/ specialty site for visit or hospitalization of patient, as prescribed by consulting physician
- PC30.** co-ordinate with the other health service providers like hospitals, pharmacies, pathology laboratories etc. for successful telehealth program implementation as defined by authorities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of healthcare facilities available at various levels, hospice care, set-ups in the country and the roles and responsibilities of various members of the healthcare team
- KU2.** relevant legislation, standards, policies, and procedures followed in the healthcare organization
- KU3.** the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization
- KU4.** the scope and objectives of the organization in order to perform the duties to meet the vision and mission of the organization
- KU5.** documentation methods for interdisciplinary communication (wherever applicable) for the specific organization
- KU6.** protocols of organization for optimizing health, well-being and illness prevention
- KU7.** the difference between private, public and non-profit hospital systems
- KU8.** the types of patient care including primary care, specialty care and emergency care
- KU9.** types of telehealth services and clinical applications and their functions and challenges
- KU10.** the roles and responsibilities of the telehealth team at the presenting/patient site and

provider/specialty site

- KU11.** the rights of the patient
- KU12.** the importance of following Health Insurance Portability and Accountability Act (HIPAA) guidelines to protect patient health information
- KU13.** the electrical safety standards
- KU14.** basic importance of familiarity to medical terminologies
- KU15.** the various types of public address alerts and codes
- KU16.** basics of using computers, internet and telephone operations
- KU17.** the troubleshooting techniques for various telehealth services
- KU18.** how to use technology enabled patient appointment scheduling systems and billing systems
- KU19.** how to check, fill and enter the related forms required during registration, billing, appointments etc.
- KU20.** various documents required for telehealth services
- KU21.** the type of frequent queries encountered in telehealth services and how to deal with them
- KU22.** importance of issuance of identity proof and unique reference identity number.
- KU23.** importance of distribution and display of set-up schedules, promotional material, documents, satisfaction surveys and various items of relevant information for public or staff

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** write memos and e-mails to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information
- GS4.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS5.** interpret written material, including technical documents, rules, regulations, instructions, reports, charts, graphs, or tables
- GS6.** read scanned instructions in notes attached to patients' files
- GS7.** read protocol updates and hospital policy changes
- GS8.** discuss with healthcare service providers and patients in the community to identify needs for telemedicine consultations
- GS9.** discuss task lists, schedules, and work-loads with co-workers
- GS10.** question stakeholders appropriately in order to understand the nature of the problem
- GS11.** keep stakeholders informed about progress
- GS12.** make sound, well-informed and objective decisions pertaining to the concerned area of work
- GS13.** perceive the impact and implications of decisions
- GS14.** prioritize, organize, and accomplish work within prescribed timelines
- GS15.** build customer relationships and use customer centric approach
- GS16.** troubleshoot the faults detected in the equipment and systems
- GS17.** address work-related issues and problems
- GS18.** review the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Register patients for telehealth services</i> | 12 | | 5 | 10 |
| PC1. inform patients about registration process for availing telehealth facilities | | 1 | | |
| PC2. complete the registration details of a patient as per organizational policies | | 1 | | |
| PC3. provide a unique reference identity number to the patient as per organizational policies | | 1 | | |
| PC4. issue an identity proof of the patient reflecting the unique reference identity number as per organizational policies | | 1 | | |
| PC5. explain the importance of carrying, updating and renewing the identity proof (ID) at every use of telehealth services to the patients | | 1 | | |
| PC6. enter the patient information on Hospital Information System (HIS) against their respective unique reference identity number during every visit of the patient Patient Information: consultation, diagnosis, prescription, etc. | | 1 | | |
| PC7. renew the registration of the patient as per organizational policies | | 1 | | |
| PC8. check the completeness and validity of information updated against the unique reference identity number | | 1 | | |
| PC9. ensure that the patient’s two identifiers on the ID match with the information on the HIS pertaining to the unique reference identity number | | 1 | | |
| PC10. transfer the updated patient information on the latest version of the HIS whenever required | | 1 | | |
| <i>Handle appointments</i> | 17 | | 5 | 20 |
| PC11. schedule appointments for live video-conferencing consultations of patient at patient site in consultation with the consultant physician at specialty site | | 2 | | |
| PC12. schedule appointments for various diagnostic or clinical procedures/ counselling sessions with healthcare provider at patient site as outlined in health facility protocols | | 2 | | |
| PC13. send reminders to the patients about their upcoming appointments | | 2 | | |
| PC14. perform cancellations and re-schedule appointments as required | | 2 | | |
| PC15. update the schedules on records | | 2 | | |

| | | | | |
|---|----|----|----|----|
| <i>Carry out billing for telehealth services</i> | 15 | | 5 | 10 |
| PC16. perform patient's billing activities as per the telehealth services availed as per organizational policies and procedures | | 3 | | |
| PC17. check that payments received from patients are valid and accurate | | 3 | | |
| PC18. store collected payments securely | | 2 | | |
| PC19. maintain accounts and reconcile reports, whenever requested | | 2 | | |
| Handle queries and guide the concerned personnel accordingly | 15 | | 5 | 10 |
| PC20. handle each incoming call or visiting personnel or mail received at telehealth set-up appropriately | | | | |
| PC21. answer queries of patients, family and referring physician appropriately | | | | |
| PC22. discuss the queries with relevant authority | | | | |
| PC23. prepare a proper telehealth referral or advise as per the needs of the patient/referring physician | | | | |
| PC24. provide follow-through to ensure that all issues/queries are resolved expediently and appropriately | | | | |
| PC25. maintain proper records of all incoming calls or visiting personnel | | | | |
| PC26. provide guidance on telehealth set-up schedules, promotional material, documents, consent forms, satisfaction surveys, and other information to the on-site medical staff and patients as per the requirement | | | | |
| <i>Co-ordinate with the concerned personnel for implementation of the telehealth services</i> | 15 | | 5 | 10 |
| PC27. facilitate periodic basic technical support | | | | |
| PC28. facilitate periodic general system maintenance | | | | |
| PC29. coordinate with consulting/ secondary/ tertiary/ specialty site for visit or hospitalization of patient, as prescribed by consulting physician | | | | |
| PC30. co-ordinate with the other health service providers like hospitals, pharmacies, pathology laboratories etc. for successful telehealth program implementation as defined by authorities | | | | |
| NOS Total | 74 | 30 | 25 | 60 |

National Occupational Standards (NOS) Parameters

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|----------------------------|--|
| NOS Code | HSS/N5801 |
| NOS Name | Liaise with patients, healthcare service providers and other personnel for telehealth services |
| Sector | Healthcare |
| Sub-Sector | Allied Health and Paramedics |
| Occupation | Healthcare Technologies |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

HSS/N5802: Promote the telehealth services as per needs and protocols

Description

This unit is about promoting the telehealth services as per needs and protocols for maximum coverage of the local community.

Scope

This unit/task covers the following:

- Facilitate training and continuous education sessions utilizing telehealth technology
- Organize promotion and outreach activities for the telehealth services
- Facilitate the telehealth services via home visits, mobile set-ups and case discussions

Elements and Performance Criteria

Facilitate training and continuous education sessions utilizing telehealth technology

To be competent, the user/individual on the job must be able to:

- PC1.** organize on-site training sessions for users of the telemedicine, videoconferencing, and remote monitoring systems periodically
- PC2.** prepare telemedicine facilities and equipment for conducting educational sessions
- PC3.** prepare the training calendar of the sessions and circulate the same to the concerned personnel
- PC4.** coordinate with the appropriate faculty for the sessions
- PC5.** ensure the participation of the concerned personnel in the scheduled program

Organize promotion and outreach activities for the telehealth services

To be competent, the user/individual on the job must be able to:

- PC6.** identify the different groups/organizations to be targeted for telehealth marketing
- PC7.** organize the promotional material (print/audio-visual) for the promotion of telehealth program as per the policies and procedures
- PC8.** facilitate the field visits of concerned personnel for planning the outreach of the telehealth services
- PC9.** organize community outreach activities for the promotion of telehealth services as advised by the authority like health screening camps, awareness activities, promotional campaigns, etc.
- PC10.** perform mock demonstrations of the telehealth system for visitors for better sensitization and word-of-mouth promotion as per organizational policies
- PC11.** promote the schedule of mobile set-ups with dates, timing and location much before the schedule for maximum participation

Facilitate the telehealth services via home visits, mobile set-ups and case discussions

To be competent, the user/individual on the job must be able to:

- PC12.** identify the patients who are unable to visit the telehealth facility like geriatric/ disable/ psychiatric/ paralytic patients, etc.

- PC13.** explain to the patients about benefits and usage of primary home telehealth technologies
- PC14.** follow-through with the patient or their relative if they are facing any difficulty while using the home telehealth technologies.
- PC15.** collect data and evidences from the patients using home telehealth technology by arranging home visits of concerned personnel periodically
- PC16.** assist the patient in transmitting the patient data using home telehealth technology to specialty physician as and when required
- PC17.** document the data of users of home telehealth technology separately as per protocols and procedures
- PC18.** schedule mobile telehealth set-ups by using vans/ambulances/other sources for facilitating the telehealth services in consultation with concerned authority
- PC19.** distribute the schedule for case discussions with concerned physicians for multiple cases using telehealth technology
- PC20.** organize the relevant case folders for all concerned personnel before the case conferences
- PC21.** document all case conferences organized as per organizational policies and procedures
- PC22.** support the personnel during utilization of the telehealth technology and premises for online educational programs, assessments, health surveys for various government/non-government entities, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of healthcare facilities available at various levels, hospice care, set-ups in the country and the roles and responsibilities of various members of the healthcare team
- KU2.** relevant legislation, standards, policies, and procedures followed in the healthcare organization
- KU3.** the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization
- KU4.** the scope and objectives of the organization in order to perform the duties to meet the vision and mission of the organization
- KU5.** documentation methods for interdisciplinary communication (wherever applicable) for the specific organization
- KU6.** protocols of organization for optimizing health, well-being and illness prevention
- KU7.** the difference between private, public and non-profit hospital systems
- KU8.** the types of patient care including primary care, specialty care and emergency care
- KU9.** types of telehealth services and clinical applications and their functions and challenges
- KU10.** the roles and responsibilities of the telehealth team at the presenting/patient site and provider/specialty site
- KU11.** the rights of the patient
- KU12.** the importance of following Health Insurance Portability and Accountability Act (HIPAA) guidelines to protect patient health information
- KU13.** the electrical safety standards
- KU14.** basic importance of familiarity to medical terminologies
- KU15.** the various types of public address alerts and codes
- KU16.** basics of using computers, internet and telephone operations
- KU17.** the troubleshooting techniques for various telehealth services
- KU18.** various arrangements required like logistics, personnel and support for conducting the promotional activities, outreach activities, home visits, mobile set-ups, case conferences and training/continuing educational sessions
- KU19.** the various types of promotional activities arranged for promotion of telehealth services

- KU20.** how to generate reports of promotional activities, outreach activities, educational/training programs and surveys
- KU21.** how to utilize the telehealth technology and premises for services other than telehealth services and the benefit of the same in promotion of telehealth program
- KU22.** the various pre-requisites for implementation of telehealth program.
- KU23.** various types, benefits and common uses of primary home telehealth technologies
- KU24.** the care coordination process and documentation
- KU25.** the criteria for determination of appropriateness of patient for telehealth services

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** write memos and e-mails to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information
- GS4.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS5.** interpret written material, including technical documents, rules, regulations, instructions, reports, charts, graphs, or tables
- GS6.** read scanned instructions in notes attached to patients' files
- GS7.** read protocol updates and hospital policy changes
- GS8.** discuss with healthcare service providers, patients and community to identify needs for telemedicine consultations
- GS9.** discuss the task lists, schedules, and work-loads with colleagues
- GS10.** question stakeholders appropriately in order to understand the nature of the problem
- GS11.** keep stakeholders informed about progress
- GS12.** make sound, well-informed and objective decisions pertaining to the concerned area of work
- GS13.** perceive the impact and implications of decisions
- GS14.** prioritize, organize, and accomplish work within prescribed timelines
- GS15.** build customer relationships and use customer centric approach
- GS16.** troubleshoot the faults detected in the equipment and systems
- GS17.** address work-related issues and problems
- GS18.** review the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Facilitate training and continuous education sessions utilizing telehealth technology</i> | 15 | | 5 | 10 |
| PC1. organize on-site training sessions for users of the telemedicine, videoconferencing, and remote monitoring systems periodically | | | | |
| PC2. prepare telemedicine facilities and equipment for conducting educational sessions | | | | |
| PC3. prepare the training calendar of the sessions and circulate the same to the concerned personnel | | | | |
| PC4. coordinate with the appropriate faculty for the sessions | | | | |
| PC5. ensure the participation of the concerned personnel in the scheduled program | | | | |
| <i>Organize promotion and outreach activities for the telehealth services</i> | 17 | | 5 | 10 |
| PC6. identify the different groups/organizations to be targeted for telehealth marketing | | | | |
| PC7. organize the promotional material (print/audio-visual) for the promotion of telehealth program as per the policies and procedures | | | | |
| PC8. facilitate the field visits of concerned personnel for planning the outreach of the telehealth services | | | | |
| PC9. organize community outreach activities for the promotion of telehealth services as advised by the authority like health screening camps, awareness activities, promotional campaigns, etc. | | | | |
| PC10. perform mock demonstrations of the telehealth system for visitors for better sensitization and word-of-mouth promotion as per organizational policies | | | | |
| PC11. promote the schedule of mobile set-ups with dates, timing and location much before the schedule for maximum participation | | | | |
| <i>Facilitate the telehealth services via home visits, mobile set-ups and case discussions</i> | 15 | | 5 | 10 |
| PC12. identify the patients who are unable to visit the telehealth facility like geriatric/ disable/ psychiatric/ paralytic patients, etc. | | 2 | | |
| PC13. explain to the patients about benefits and usage of primary home telehealth technologies | | 2 | | |
| PC14. follow-through with the patient or their relative if they are facing any difficulty while using the home telehealth technologies. | | 2 | | |

| | | | | |
|--|----|----|----|----|
| PC15. collect data and evidences from the patients using home telehealth technology by arranging home visits of concerned personnel periodically | | 2 | | |
| PC16. assist the patient in transmitting the patient data using home telehealth technology to specialty physician as and when required | | 2 | | |
| PC17. document the data of users of home telehealth technology separately as per protocols and procedures | | 2 | | |
| PC18. schedule mobile telehealth set-ups by using vans/ambulances/other sources for facilitating the telehealth services in consultation with concerned authority | | 2 | | |
| PC19. distribute the schedule for case discussions with concerned physicians for multiple cases using telehealth technology | | 2 | | |
| PC20. organize the relevant case folders for all concerned personnel before the case conferences | | 1 | | |
| PC21. document all case conferences organized as per organizational policies and procedures | | 1 | | |
| PC22. support the personnel during utilization of the telehealth technology and premises for online educational programs, assessments, health surveys for various government/non-government entities, etc. | | 2 | | |
| NOS Total | 47 | 20 | 15 | 30 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N5802 |
| NOS Name | Promote the telehealth services as per needs and protocols |
| Sector | Healthcare |
| Sub-Sector | Allied Health and Paramedics |
| Occupation | Healthcare Technologies |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

HSS/N5803: Prepare and manage the set-up for teleconsultation

Description

This unit is about preparing and managing the set-up for teleconsultation as per needs and protocols.

Scope

This unit/task covers the following:

- Manage consultation site before teleconsultation
- Manage consultation site during teleconsultation
- Manage consultation site after teleconsultation

Elements and Performance Criteria

Manage consultation site before teleconsultation

To be competent, the user/individual on the job must be able to:

- PC1.** notify specialty physician of upcoming appointments
- PC2.** display daily patient schedule appropriately for hassle free waiting area
- PC3.** check if all relevant information are present in standardized formats related to patient's profile (clinical history, investigation reports and prior prescriptions etc.) before teleconsultation
- PC4.** prepare consultation room and telehealth equipment prior to scheduled consultation
- PC5.** ensure mock performance check of all sorts of telehealth equipment before any consultation
- PC6.** ensure back-up coverage for set-up phones, and set-up related activities at other telemedicine consultation sites is available

Manage consultation site during Teleconsultation

To be competent, the user/individual on the job must be able to:

- PC7.** operate clinical telemedicine applications (live interactive videoconferencing and store-and-forward) for the successful interactive video teleconsultation effectively
- PC8.** provide technical assistance during consultation, when necessary
- PC9.** troubleshoot minor technical difficulties, and escalate to technical staff when appropriate
- PC10.** coordinate with the technical support team to ensure problems and system development needs are addressed timely
- PC11.** prepare notes of adequate information during consultation required for further action or referral

Manage consultation site after Teleconsultation

To be competent, the user/individual on the job must be able to:

- PC12.** ensure equipment are properly turned off when not in use
- PC13.** inform the patient regarding the next follow-up schedule
- PC14.** follow-through with concerned personnel for further action as decided during teleconsultation.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of healthcare facilities available at various levels, hospice care, set-ups in the country and the roles and responsibilities of various members of the healthcare team
- KU2.** relevant legislation, standards, policies, and procedures followed in the healthcare organization
- KU3.** the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization
- KU4.** the scope and objectives of the organization in order to perform the duties to meet the vision and mission of the organization
- KU5.** documentation methods for interdisciplinary communication (wherever applicable) for the specific organization
- KU6.** protocols of organization for optimizing health, well-being and illness prevention
- KU7.** the difference between private, public and non-profit hospital systems
- KU8.** the types of patient care including primary care, specialty care and emergency care
- KU9.** types of telehealth services and clinical applications and their functions and challenges
- KU10.** the roles and responsibilities of the telehealth team at the presenting/patient site and provider/specialty site
- KU11.** the rights of the patient
- KU12.** the importance of following Health Insurance Portability and Accountability Act (HIPAA) guidelines to protect patient health information
- KU13.** the electrical safety standards
- KU14.** basic importance of familiarity to medical terminologies
- KU15.** the various types of public address alerts and codes
- KU16.** basics of using computers, internet and telephone operations
- KU17.** the troubleshooting techniques for various telehealth services
- KU18.** how to manage various front office services at the telehealth set-up including reception handling, scheduling, registration, authorizations, referrals, billing support, medical records, database creation, management, report generation and administrative support.
- KU19.** what are the components of consultation room and how to set-up all kinds of pre-requisites.
- KU20.** the technology required for telehealth services
- KU21.** the basic steps of using clinical telemedicine applications: live interactive videoconferencing or telemedicine encounter and store and forward in the clinical setting and what are in an interactive video consultation.
- KU22.** advantages of telemedicine via interactive videoconferencing
- KU23.** how to work with the telehealth equipment
- KU24.** the appropriate video conferencing etiquette to be followed
- KU25.** the importance of good record keeping.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** write memos and e-mails to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information
- GS4.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS5.** interpret written material, including technical documents, rules, regulations, instructions, reports,

- charts, graphs, or tables
- GS6.** read scanned instructions in notes attached to patients' files
- GS7.** read protocol updates and hospital policy changes
- GS8.** discuss with healthcare service providers and patients in the community to identify needs for telemedicine consultations
- GS9.** discuss task lists, schedules, and work-loads with co-workers
- GS10.** question stakeholders appropriately in order to understand the nature of the problem
- GS11.** keep stakeholders informed about progress
- GS12.** make sound, well-informed and objective decisions pertaining to the concerned area of work
- GS13.** perceive the impact and implications of decisions
- GS14.** prioritize, organize, and accomplish work within prescribed timelines
- GS15.** build customer relationships and use customer centric approach
- GS16.** troubleshoot the faults detected in the equipment and systems
- GS17.** address work-related issues and problems
- GS18.** review the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Manage consultation site before teleconsultation</i> | 17 | | 8 | 20 |
| PC1. notify specialty physician of upcoming appointments | | 2 | | |
| PC2. display daily patient schedule appropriately for hassle free waiting area | | 2 | | |
| PC3. check if all relevant information are present in standardized formats related to patient’s profile (clinical history, investigation reports and prior prescriptions etc.) before teleconsultation | | 5 | | |
| PC4. prepare consultation room and telehealth equipment prior to scheduled consultation | | 5 | | |
| PC5. ensure mock performance check of all sorts of telehealth equipment before any consultation | | 4 | | |
| PC6. ensure back-up coverage for set-up phones, and set-up related activities at other telemedicine consultation sites is available | | 2 | | |
| <i>Manage consultation site during teleconsultation</i> | 18 | | 8 | 10 |
| PC7. operate clinical telemedicine applications (live interactive videoconferencing and store-and-forward) for the successful interactive video teleconsultation effectively | | 4 | | |
| PC8. provide technical assistance during consultation, when necessary | | 4 | | |

| | | | | |
|---|----|----|----|----|
| PC9. troubleshoot minor technical difficulties, and escalate to technical staff when appropriate | | 4 | | |
| PC10. coordinate with the technical support team to ensure problems and system development needs are addressed timely | | 4 | | |
| PC11. prepare notes of adequate information during consultation required for further action or referral | | 4 | | |
| <i>Manage consultation site after teleconsultation</i> | 14 | | 8 | 10 |
| PC12. ensure equipment are properly turned off when not in use | | 2 | | |
| PC13. inform the patient regarding the next follow-up schedule | | 3 | | |
| PC14. follow-through with concerned personnel for further action as decided during teleconsultation. | | 5 | | |
| NOS Total | 49 | 50 | 24 | 40 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N5803 |
| NOS Name | Prepare and manage the set-up for Teleconsultation |
| Sector | Healthcare |
| Sub-Sector | Allied Health and Paramedics |
| Occupation | Healthcare Technologies |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

HSS/N5804: Facilitate bio-medical instrumentation services for telehealth equipment

Description

This unit is about facilitating biomedical instrumentation services like setting-up, testing, calibration and maintenance of telehealth equipment as per manufacturer's and organizational policies and procedures.

Scope

This unit/task covers the following:

- Support during setting-up of the telehealth equipment
- Ensure periodic calibration, repair and maintenance of telehealth equipment

Elements and Performance Criteria

Support during setting-up of the telehealth equipment

To be competent, the user/individual on the job must be able to:

- PC1.** identify telehealth equipment and applications required to be set-up in telehealth facility
- PC2.** identify the supporting tools, resources and regulatory requirements for selected equipment and technology
- PC3.** coordinate with the relevant authority and agency for setting up, preventive maintenance, technical assistance and repair of the telehealth equipment
- PC4.** collect necessary documentation required while setting-up of the telehealth equipment as per organizational policies, government regulations and manufacturer specifications
- PC5.** check if the deliverables, timelines and requisites are met as per given work plan for setting up, preventive maintenance, technical assistance and repair of the telehealth equipment
- PC6.** ensure compliance with all relevant laws, regulations, and codes for technology and technical safety laid down by regulatory bodies like Food and Drug Administration (FDA), Bureau of Indian Standards (BIS), Occupational Safety and Health Administration (OSHA), etc.

Ensure periodic calibration, repair and maintenance of telehealth equipment

To be competent, the user/individual on the job must be able to:

- PC7.** facilitate periodic preventive maintenance of all telehealth equipment, applications and technology available in set-up
- PC8.** operate the telehealth equipment safely and correctly
- PC9.** diagnose and repair the minor faults in the telehealth equipment whenever necessary
- PC10.** troubleshoot the major faults in the telehealth equipment whenever necessary
- PC11.** schedule the third party interface for periodic calibration, repair and maintenance of telehealth equipment whenever necessary
- PC12.** plug spills and leakages in equipment and escalate to appropriate authority if unable to rectify

- PC13.** carry out routine cleaning of tools, machines and equipment
- PC14.** coordinate with concerned authority for on-call and on-site technical assistance related to operations and use of telehealth equipment, applications and technology
- PC15.** ensure the telehealth equipment are calibrated time to time and maintain the records
- PC16.** use appropriate personal protective clothing, equipment and personnel monitoring devices while handling all possible exposures from telehealth equipment
- PC17.** complete maintenance documentation related to incoming inspection, all corrective action and preventive maintenance and equipment's final disposition
- PC18.** report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of healthcare facilities available at various levels, hospice care, set-ups in the country and the roles and responsibilities of various members of the healthcare team
- KU2.** relevant legislation, standards, policies, and procedures followed in the healthcare organization
- KU3.** the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization
- KU4.** medico-legal aspects of Health Information Portability and Accountability
- KU5.** the scope and objectives of the organization in order to perform the duties to meet the vision and mission of the organization
- KU6.** in-depth functioning of the organization in order to choose the appropriate approaches and methods for his/her role defined in the organization
- KU7.** documentation methods for interdisciplinary communication (wherever applicable) for the specific organization
- KU8.** protocols of organization for optimizing health, well-being and illness prevention
- KU9.** the difference between private, public and non-profit hospital systems
- KU10.** the types of patient care including primary care, specialty care and emergency care
- KU11.** types of telehealth services and clinical applications and their functions and challenges
- KU12.** the roles and responsibilities of the telehealth team at the presenting/patient site and provider/specialty site
- KU13.** the rights of the patient
- KU14.** the importance of following HIPAA guidelines to protect patient health information
- KU15.** the electrical safety standards
- KU16.** basic importance of familiarity to medical terminologies
- KU17.** the various types of public address alerts and codes
- KU18.** basics of using computers, internet and telephone operations
- KU19.** the troubleshooting techniques for various telehealth services
- KU20.** the technology required for telehealth Services
- KU21.** how to work with the telehealth equipment
- KU22.** the importance of good record keeping.
- KU23.** function and operation of all possible telehealth equipment, applications and technology required in telehealth set-up and its counterparts, vis. Live video conferencing equipment; Store-and-forward equipment; Remote patient monitoring (RPM) equipment; Mobile health (m-Health) equipment; etc.
- KU24.** different types of signals used for telehealth equipment
- KU25.** different types of electronics and communication technologies used in telehealth set-up
- KU26.** different types of personal protective clothing, equipment and the personnel monitoring devices required while handling all possible exposures in telehealth set-up
- KU27.** how to do risk assessment of hazard control program with respect to use of PPE in context of telehealth

set-up

- KU28.** different types of supportive equipment, tools, different type of resources, and regulatory requirements for successful installation and operation of telehealth equipment.
- KU29.** the work order and its specifications, documentation, updation, review, verification and involved officials.
- KU30.** the various types of inventory, supplies and documents to be maintained and managed
- KU31.** how to identify safety hazards, troubleshoot the problem, take corrective measures within short span of time.
- KU32.** how and when to escalate problems to the next level for support
- KU33.** the importance of reviewing the manufacturer's recommendations stated in the operational and service manual of each equipment and attending training sessions.
- KU34.** standard biological precautions to be taken during diagnosis, repair, calibration and final testing/ verification of equipment
- KU35.** fundamentals of electricity and electronics including concepts of AC circuits, DC circuits, magnetic circuits, transformers, AC machines and other electrical machines and their application in telehealth related instrumentation.
- KU36.** fundamentals of bio-medical instrumentation including concepts of measurement, transducers, analog instruments, measuring circuits, display devices, soldering, etc. and their application in telehealth related instrumentation.
- KU37.** fundamentals of computer systems like data, management and informatics related systems and their application in telehealth related instrumentation.
- KU38.** fundamentals of digital technology and their application in telehealth related instrumentation
- KU39.** how and when to provide maintenance as per the service manuals and circuit diagrams
- KU40.** fundamentals of electro/mechanical, thermo dynamics, physics and instrumentations
- KU41.** proper use of tools to perform the activities, like hand tools, electrical safety analyzer, personal protective equipment (PPE), watt meter, cabling, terminals, pressure meters, diagnostic software, test equipment, maintenance management systems, spill kits
- KU42.** the relevant laws, regulations, and codes for technology and technical safety laid down by regulatory bodies like BIS, OSHA, etc.
- KU43.** how to maintain list of manufacturer/ vendor/ supplier/ service providers
- KU44.** how to co-ordinate for delivery, installation and set-up of all possible telehealth equipment, applications and technology required in telehealth set-up and its counterparts
- KU45.** components of proper documentation in accordance with special regulations for the telehealth equipment
- KU46.** strategies in place to address environmental elements of care necessary for safe use of telehealth equipment
- KU47.** how to recognize malfunctioning of electrical equipment
- KU48.** common practices of conserving material, electricity, water, paper, etc.
- KU49.** infection control policies and procedures in place for the use of telehealth equipment and patient peripherals that comply with organizational, legal, and regulatory requirements
- KU50.** processes in place to ensure the safety and effectiveness of equipment through on-going maintenance
- KU51.** required published technical standards and regulations (e.g., Food and Drug Administration) for safety and efficacy for devices that interact with patients or are integral to the diagnostic capabilities of the practitioner when and where applicable.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** write memos and e-mails to stakeholders, co-workers, and vendors to provide them with work updates

- and to request appropriate information
- GS4.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
 - GS5.** interpret written material, including technical documents, rules, regulations, instructions, reports, charts, graphs, or tables
 - GS6.** read scanned instructions in notes attached to patients' files
 - GS7.** read protocol updates and hospital policy changes
 - GS8.** discuss with healthcare service providers and patients in the community to identify needs for telemedicine consultations
 - GS9.** discuss task lists, schedules, and work-loads with co-workers
 - GS10.** question stakeholders appropriately in order to understand the nature of the problem
 - GS11.** keep stakeholders informed about progress
 - GS12.** make sound, well-informed and objective decisions pertaining to the concerned area of work
 - GS13.** perceive the impact and implications of decisions
 - GS14.** prioritize, organize, and accomplish work within prescribed timelines
 - GS15.** build customer relationships and use customer centric approach
 - GS16.** troubleshoot the faults detected in the equipment and systems
 - GS17.** address work-related issues and problems
 - GS18.** review the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Support during setting-up of the telehealth equipment</i> | 10 | | 5 | 10 |
| PC1. identify telehealth equipment and applications required to be set-up in telehealth facility | | | | |
| PC2. identify the supporting tools, resources and regulatory requirements for selected equipment and technology | | | | |
| PC3. coordinate with the relevant authority and agency for setting up, preventive maintenance, technical assistance and repair of the telehealth equipment | | | | |
| PC4. collect necessary documentation required while setting-up of the telehealth equipment as per organizational policies, government regulations and manufacturer specifications | | | | |
| PC5. check if the deliverables, timelines and requisites are met as per given work plan for setting up, preventive maintenance, technical assistance and repair of the telehealth equipment | | | | |
| PC6. ensure compliance with all relevant laws, regulations, and codes for technology and technical safety laid down by regulatory bodies like Food and Drug Administration (FDA), Bureau of Indian Standards (BIS), Occupational Safety and Health Administration (OSHA), etc. | | | | |

| | | | | |
|---|----|---|----|----|
| <i>Ensure periodic calibration, repair and maintenance of telehealth equipment</i> | 13 | | 5 | 10 |
| PC7. facilitate periodic preventive maintenance of all telehealth equipment, applications and technology available in set-up | | | | |
| PC8. operate the telehealth equipment safely and correctly | | | | |
| PC9. diagnose and repair the minor faults in the telehealth equipment whenever necessary | | | | |
| PC10. troubleshoot the major faults in the telehealth equipment whenever necessary | | | | |
| PC11. schedule the third party interface for periodic calibration, repair and maintenance of telehealth equipment whenever necessary | | | | |
| PC12. plug spills and leakages in equipment and escalate to appropriate authority if unable to rectify | | | | |
| PC13. carry out routine cleaning of tools, machines and equipment | | | | |
| PC14. coordinate with concerned authority for on-call and on-site technical assistance related to operations and use of telehealth equipment, applications and technology | | | | |
| PC15. ensure the telehealth equipment are calibrated time to time and maintain the records | | | | |
| PC16. use appropriate personal protective clothing, equipment and personnel monitoring devices while handling all possible exposures from telehealth equipment | | | | |
| PC17. complete maintenance documentation related to incoming inspection, all corrective action and preventive maintenance and equipment's final disposition | | | | |
| PC18. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment | | | | |
| NOS Total | 23 | 0 | 10 | 20 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N5804 |
| NOS Name | Facilitate bio-medical instrumentation services for telehealth equipment |
| Sector | Healthcare |
| Sub-Sector | Allied Health and Paramedics |
| Occupation | Healthcare Technologies |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

HSS/N5805: Provide assistance to healthcare services provider

Description

This unit is about providing assistance to healthcare services provider like referring or specialty sites, emergency service providers, diagnostic centers and pharmacies under the guidance of consulting physician.

Scope

This unit/task covers the following:

- Collect adequate information from patients/ relatives/ referring physician
- Support in providing diagnostic and pharmacy related services
- Update and store patient related information and provide it to the specialty site
- Handle emergency situations appropriately

Elements and Performance Criteria

Collect adequate information from patients/ relatives/ referring physician

To be competent, the user/individual on the job must be able to:

- PC1.** collect the basic information about the patient in the prescribed format as per organizational policies and procedures related to their present ailment and symptoms
- PC2.** enter the clinical, medical, family, gynecological, allergic and treatment history of the patient in the prescribed format
- PC3.** gather evidences supporting the clinical history of the patient wherever available and applicable
- PC4.** complete the format by enquiring for information from the patients/ relatives/ referring physician
- PC5.** record the observations obtained from basic general/systematic physical examination as per organizational policies and procedures
- PC6.** exhibit sensitization while delivering services and obtaining information in terms of the patient's language, ethnicity, race, age, gender, geographical location, socioeconomic, and cultural backgrounds
- PC7.** communicate appropriately while interacting with a person with disability
- PC8.** obtain the consent forms from the patients as per policies and procedures
- PC9.** maintain patient's confidentiality

Support in providing diagnostic and pharmacy related services

To be competent, the user/individual on the job must be able to:

- PC10.** identify the diagnostic tests which can be performed in the telehealth set-up and the ones which need to be referred
- PC11.** assist in performing basic tele-diagnostic tests through remote patient monitoring programs as per standard operating procedures

- PC12. match the patient's details with the requisition form to ensure accurate identification
- PC13. 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.
- PC14. reassure the person and make them comfortable before beginning the procedure for anxious patients
- PC15. provide details of procedure to be performed to the patient and obtain verbal consent to proceed
- PC16. maintain supplies and stocks for avoiding shortage of materials before the end of the procedure
- PC17. organize all the equipment needed for the procedure and place it within safe and easy reach
- PC18. ensure all equipment to be used is clean, sterilized and in working condition
- PC19. prepare the test site of patient using standard procedures for performing tele-diagnostic tests
- PC20. maintain safety and hygiene while performing tele-diagnostic tests
- PC21. record observations as well as test results in the prescribed format
- PC22. discard all used items in the appropriate category of waste receptacles/bins
- PC23. perform hand hygiene before and after performing tele-diagnostic tests
- PC24. provide information to the patients regarding local diagnostic facilities for the diagnostic tests which cannot be performed in telehealth set-up
- PC25. follow-through with the patient/diagnostic center for the referred diagnostic tests
- PC26. obtain the report and test result from patient/diagnostic center
- PC27. provide information to the patients regarding local pharmacies for ensuring medicine availability
- PC28. follow-through with the patient till they get the prescribed medicine
- PC29. explain prescription dose to the patient

Update and store patient related information and provide it to the specialty site

To be competent, the user/individual on the job must be able to:

- PC30. update all kinds of information either personal or clinical in the patient records electronically
- PC31. scan and upload the supporting evidences like films, videos, photos, documents, forms and other medical records, etc. in the patient records
- PC32. ensure the correct registration ID is used while updating the information
- PC33. keep patient's record carefully, properly and confidentially as per policies and procedures
- PC34. provide the information to the specialty physician periodically

Handle emergency situations appropriately

To be competent, the user/individual on the job must be able to:

- PC35. identify if the emergency situation is medical or non-medical
- PC36. coordinate with the local emergency service provider as per type of emergency situations
- PC37. inform to the patient's family about emergency situation
- PC38. respond to the emergency within emergency response system's average response time
- PC39. perform basic life support or basic first aid in medical emergency situations, as and when required.
- PC40. assist in handling or operating remote patient monitoring programs during emergency situations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of healthcare facilities available at various levels, hospice care, set-ups in the country and the roles and responsibilities of various members of the healthcare team
- KU2.** relevant legislation, standards, policies, and procedures followed in the healthcare organization
- KU3.** the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization
- KU4.** the scope and objectives of the organization in order to perform the duties to meet the vision and mission of the organization
- KU5.** documentation methods for interdisciplinary communication (wherever applicable) for the specific organization
- KU6.** protocols of organization for optimizing health, well-being and illness prevention
- KU7.** the difference between private, public and non-profit hospital systems
- KU8.** the types of patient care including primary care, specialty care and emergency care
- KU9.** types of telehealth services and clinical applications and their functions and challenges
- KU10.** the roles and responsibilities of the telehealth team at the presenting/patient site and provider/specialty site
- KU11.** the rights of the patient
- KU12.** basic PwD laws/schemes/acts/provisions related to Persons with Disability (PwD)
- KU13.** different type of disabilities
- KU14.** the importance of following Health Insurance Portability and Accountability Act (HIPAA) guidelines to protect patient health information
- KU15.** the electrical safety standards
- KU16.** basic importance of familiarity to medical terminologies
- KU17.** the various types of public address alerts and codes
- KU18.** basics of using computers, internet and telephone operations
- KU19.** the troubleshooting techniques for various telehealth services
- KU20.** the patient identifiers to be matched on the requisition form or medical records like patient's name, medical record number and date of birth
- KU21.** all safety and hygiene measures
- KU22.** basic medical terms and principles related to diagnostic tests.
- KU23.** basics of clinical history taking
- KU24.** information about common ailments, NCD (Non-communicable disease), and CDs (Communicable diseases) like fever, cough and cold-throat infections -diarrhoea -urinary tracts infections -headache -stomachache -tooth ache -skin allergies/infections -dandruff -gastritis -constipation -general body weakness/pains -nausea -hypertension management -diabetes management -menstrual problems - anaemia -asthma -acne etc.
- KU25.** the supporting evidences to be acquired during case history like digital photos of lesions or capturable ailments esp. in case of skin and eye problems; old prescriptions, reports, recommendations or other relevant documents from referring physician or previous consultations for present ailment; films of X-Ray, CT scan, MRI, etc.; documents, photos or video clips related to dietary, medicinal, environmental, physical, mental or other restrictions; etc.
- KU26.** the tests to be performed in telehealth set-up like vital signs, weight, blood pressure, blood sugar, blood oxygen levels, heart rate, electrocardiograms, etc.
- KU27.** how to perform basic tele-diagnostic tests.
- KU28.** the uses of remote patient monitoring programs for diagnosis, screening of patient or during emergency.
- KU29.** how to update and utilize medical databases or other computer programs for keeping the information safely and properly.
- KU30.** what are the kinds of emergency services could be imparted at telehealth set-up and how to do so.
- KU31.** how to act and react in an emergency situation.
- KU32.** local emergency resources and phone numbers and other local or regional professional associations,

such as the city, county, state, or provincial for both medical or non-medical emergency situations.

- KU33.** local pharmacies and diagnostic centers for referral
- KU34.** signs of medication side effects, elevation in symptoms, and/or issues related to medication non-compliance
- KU35.** the importance of good record keeping.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** write memos and e-mails to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information
- GS4.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS5.** interpret written material, including technical documents, rules, regulations, instructions, reports, charts, graphs, or tables
- GS6.** read scanned instructions in notes attached to patients' files
- GS7.** read protocol updates and hospital policy changes
- GS8.** discuss with healthcare service providers and patients in the community to identify needs for telemedicine consultations
- GS9.** discuss task lists, schedules, and work-loads with co-workers
- GS10.** question stakeholders appropriately in order to understand the nature of the problem
- GS11.** keep stakeholders informed about progress
- GS12.** make sound, well-informed and objective decisions pertaining to the concerned area of work
- GS13.** perceive the impact and implications of decisions
- GS14.** prioritize, organize, and accomplish work within prescribed timelines
- GS15.** build customer relationships and use customer centric approach
- GS16.** troubleshoot the faults detected in the equipment and systems
- GS17.** address work-related issues and problems
- GS18.** review the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Collect adequate information from patients/ relatives/ referring physician</i> | 18 | | 10 | 20 |
| PC1. collect the basic information about the patient in the prescribed format as per organizational policies and procedures related to their present ailment and symptoms | | 2 | | |
| PC2. enter the clinical, medical, family, gynecological, allergic and treatment history of the patient in the prescribed format | | 3 | | |
| PC3. gather evidences supporting the clinical history of the patient wherever available and applicable | | 2 | | |

| | | | | |
|---|----|---|----|----|
| PC4. complete the format by enquiring for information from the patients/ relatives/ referring physician | | 2 | | |
| PC5. record the observations obtained from basic general/systematic physical examination as per organizational policies and procedures | | 3 | | |
| PC6. exhibit sensitization while delivering services and obtaining information in terms of the patient’s language, ethnicity, race, age, gender, geographical location, socioeconomic, and cultural backgrounds | | 2 | | |
| PC7. communicate appropriately while interacting with a person with disability | | 2 | | |
| PC8. obtain the consent forms from the patients as per policies and procedures | | 2 | | |
| PC9. maintain patient’s confidentiality | | 2 | | |
| <i>Support in providing diagnostic and pharmacy related services</i> | 27 | | 10 | 20 |
| PC10. identify the diagnostic tests which can be performed in the telehealth set-up and the ones which need to be referred | | 3 | | |
| PC11. assist in performing basic tele-diagnostic tests through remote patient monitoring programs as per standard operating procedures | | 3 | | |
| PC12. match the patient's details with the requisition form to ensure accurate identification | | 2 | | |
| PC13. 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. | | 2 | | |
| PC14. reassure the person and make them comfortable before beginning the procedure for anxious patients | | 2 | | |
| PC15. provide details of procedure to be performed to the patient and obtain verbal consent to proceed | | 2 | | |
| PC16. maintain supplies and stocks for avoiding shortage of materials before the end of the procedure | | 3 | | |
| PC17. organize all the equipment needed for the procedure and place it within safe and easy reach | | 2 | | |
| PC18. ensure all equipment to be used is clean, sterilized and in working condition | | 3 | | |
| PC19. prepare the test site of patient using standard procedures for performing tele-diagnostic tests | | 2 | | |
| PC20. maintain safety and hygiene while performing tele-diagnostic tests | | 2 | | |
| PC21. record observations as well as test results in the prescribed format | | 2 | | |

| | | | | |
|---|----|---|----|----|
| PC22. discard all used items in the appropriate category of waste receptacles/bins | | 2 | | |
| PC23. perform hand hygiene before and after performing tele-diagnostic tests | | 2 | | |
| PC24. provide information to the patients regarding local diagnostic facilities for the diagnostic tests which cannot be performed in telehealth set-up | | 3 | | |
| PC25. follow-through with the patient/diagnostic center for the referred diagnostic tests | | 3 | | |
| PC26. obtain the report and test result from patient/diagnostic center | | 3 | | |
| PC27. provide information to the patients regarding local pharmacies for ensuring medicine availability | | 3 | | |
| PC28. follow-through with the patient till they get the prescribed medicine | | 3 | | |
| PC29. explain prescription dose to the patient | | 3 | | |
| <i>Update and store patient related information and provide it to the specialty site</i> | 15 | | 10 | 10 |
| PC30. update all kinds of information either personal or clinical in the patient records electronically | | 2 | | |
| PC31. scan and upload the supporting evidences like films, videos, photos, documents, forms and other medical records, etc. in the patient records | | 2 | | |
| PC32. ensure the correct registration ID is used while updating the information | | 2 | | |
| PC33. keep patient's record carefully, properly and confidentially as per policies and procedures | | 2 | | |
| PC34. provide the information to the specialty physician periodically | | 2 | | |
| <i>Handle emergency situations appropriately</i> | 18 | | 10 | 10 |
| PC35. identify if the emergency situation is medical or non-medical | | 3 | | |
| PC36. coordinate with the local emergency service provider as per type of emergency situations | | 3 | | |
| PC37. inform to the patient's family about emergency situation | | 2 | | |
| PC38. respond to the emergency within emergency response system's average response time | | 2 | | |
| PC39. perform basic life support or basic first aid in medical emergency situations, as and when required. | | 5 | | |
| PC40. assist in handling or operating remote patient monitoring programs during emergency situations | | 5 | | |

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|------------------|----|-----|----|----|
| NOS Total | 78 | 100 | 40 | 60 |
|------------------|----|-----|----|----|

National Occupational Standards (NOS) Parameters

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|----------------------------|--|
| NOS Code | HSS/N5805 |
| NOS Name | Provide assistance to healthcare services provider |
| Sector | Healthcare |
| Sub-Sector | Allied Health and Paramedics |
| Occupation | Healthcare Technologies |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

HSS/N5806: Manage telehealth facility

Description

This OS unit is about managing telehealth facility in terms of inventory, accounts, documentation and database as per procedures and protocols, especially at the patient site.

Scope

This unit/task covers the following:

- Manage database creation, updation and retrieval
- Manage accounts and funds at patient site
- Manage documentation, purchases, inventory and medical records

Elements and Performance Criteria

Manage database creation, updation and retrieval

To be competent, the user/individual on the job must be able to:

- PC1.** gather all sorts of information necessary to create the database of patients, incoming calls, equipment, logistics, spare parts, vendors and inventory; etc. into the prescribed format
- PC2.** cross-check if the database is accurate and properly formatted in the layout
- PC3.** update the database periodically
- PC4.** convert the database into MIS reports, statistical reports, etc. as and when required
- PC5.** check if the inventory data software reflects actual inventory levels of spare parts, logistics and equipment

Manage accounts and funds at patient site

To be competent, the user/individual on the job must be able to:

- PC6.** maintain the records of financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc. appropriately and precisely as per organizational policy
- PC7.** generate, receive and store the invoices, bills, vouchers, receipts, etc. appropriately
- PC8.** ensure reconciliation of bank statements with appropriate personnel
- PC9.** check if there is proper and complete authorization in each financial transaction
- PC10.** ensure proper and secure filing of accounts, funds and other related documents physically and electronically.

Manage documentation, purchases, inventory and medical records

To be competent, the user/individual on the job must be able to:

- PC11.** plan the replenishment of the equipment, spare parts, logistics as per organizational policy and availability of funds
- PC12.** ensure documents are in place justifying the necessity for logistics, equipment and parts in stock and quantity like purchase orders, financial transactions and other relevant documents/records
- PC13.** follow proper condemnation guidelines of equipment or logistics which are outdated or in non-working condition
- PC14.** coordinate with the appropriate and listed vendor for the purchases as per timelines, quality and financials required.
- PC15.** review the medical records for completeness and maintain them as per the organization protocol
- PC16.** store current and past medical records safely and securely as per organizational policy
- PC17.** retain all medical records for a time specified in the organizational policies
- PC18.** dispose of medical records as per Standard Operating Procedure (SOPs)
- PC19.** take written consent of authorized officer or follow organizational policy for sharing any patient related information to others
- PC20.** ensure that medical records are treated confidential
- PC21.** ensure the safety of records with respect to protection from insects, termites and exposure to heat, fire, dampness and dust
- PC22.** arrange documents and records properly in shelves in numeric order to facilitate easy retrieval when required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of healthcare facilities available at various levels, hospice care, set-ups in the country and the roles and responsibilities of various members of the healthcare team
- KU2.** relevant legislation, standards, policies, and procedures followed in the healthcare organization
- KU3.** the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization
- KU4.** the scope and objectives of the organization in order to perform the duties to meet the vision and mission of the organization
- KU5.** documentation methods for interdisciplinary communication (wherever applicable) for the specific organization
- KU6.** protocols of organization for optimizing health, well-being and illness prevention
- KU7.** the difference between private, public and non-profit hospital systems
- KU8.** the types of patient care including primary care, specialty care and emergency care
- KU9.** types of telehealth services and clinical applications and their functions and challenges
- KU10.** the roles and responsibilities of the telehealth team at the presenting/patient site and provider/specialty site
- KU11.** the rights of the patient
- KU12.** the importance of following Health Insurance Portability and Accountability Act (HIPAA) guidelines to protect patient health information
- KU13.** the electrical safety standards
- KU14.** basic importance of familiarity to medical terminologies
- KU15.** the various types of public address alerts and codes
- KU16.** basics of using computers, internet and telephone operations
- KU17.** the troubleshooting techniques for various telehealth services

- KU18.** taxation rules and regulations
- KU19.** importance of record-keeping of balance sheets and financial books as per accounting standards
- KU20.** importance of impartial and timely auditing of accounts
- KU21.** timelines and terms and conditions of various funding sources
- KU22.** importance of checking financial projections and thereby management, retention and investment of the funds accordingly
- KU23.** the availability of funds for emergency situations
- KU24.** importance of ensuring the proper liquidity of the funds
- KU25.** the methods to analyze financial data and compile accurate reports to meet deadlines
- KU26.** when your intervention is required to manage accounts and funds in telehealth set-up
- KU27.** what are the different requirements of documents, access and officials for managing accounts and funds.
- KU28.** importance of secured and wise management of funding sources and funds
- KU29.** the different types of databases required to be maintained in telehealth set-up
- KU30.** how to maintain the databases so that the concerned personnel could utilize them for different purposes easily without any hindrance
- KU31.** how to convert the databases into reports, analysis and graphical presentations
- KU32.** what are the various types of inventory, supplies and documents to be maintained and managed
- KU33.** importance of maintaining database of vendors for correct selection for different types of purchases
- KU34.** the different types of logistics and equipment required for running the telehealth set-up
- KU35.** how to utilize and delegate resources or finances for purchases as per timelines and urgency
- KU36.** what are the different types of medical records
- KU37.** how to store the new and old medical records
- KU38.** how to store the medical records of patients with ongoing and completed treatment
- KU39.** how to maintain the confidentiality of the medical records
- KU40.** how to ensure maximum security against loss, tampering and from use by any unauthorized individual
- KU41.** how to arrange all sorts of documents in files and arrange them in the stacks/cupboard/shelves as per file numbers, category and other requisites.
- KU42.** how to give and record the coding to files as per type of documents and records.
- KU43.** importance of providing the medical records, financial data and other relevant documents for statutory compliance, medico-legal compliance and statistical database; as and when required.
- KU44.** what are the different personal or professional attributes needed to impart qualitative professional practice
- KU45.** the general technical requirements for the telemedicine system
- KU46.** how to maintain time management, empathy, computer skills, analytical skills, communication skills, team work, decision making, workload division skills, etc.
- KU47.** how to identify safety hazards, troubleshoot the problem, take corrective measures within short span of time
- KU48.** the importance of good record keeping

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** work in rural or remote setting
- GS2.** empathize with patients
- GS3.** use computer skills with knowledge of word processing, spreadsheet, database, email and internet programs (Excel, word, access, etc.) proficiently
- GS4.** exhibit analytical skills to independently and tactfully assume responsibility for coordination and completion of complex projects requiring interactions with many individuals in a matrix organizational structure.
- GS5.** maintain confidentiality, exercise discretion, use independent and mature judgement, work without close supervision and commit to excellence
- GS6.** exercise tact, courtesy and diplomacy when dealing with individuals at any level within or outside the centre.
- GS7.** communicate effectively with physicians, clinical and technical staff.
- GS8.** complete assigned job timely, efficiently and in desirous manner
- GS9.** handle situations independently
- GS10.** identify relationship challenges with referring sites and specialists
- GS11.** initiate appropriate action to resolve the challenges
- GS12.** work under strict scope and boundaries of policies, procedures, standards and regulations
- GS13.** work with external organizations, healthcare service providers and remote sites positively
- GS14.** provide accurate and succinct documentation of activities.
- GS15.** prioritize workload and meet deadlines.
- GS16.** keep emotions in check and stay cool under pressure especially while dealing with equipment, emergencies and patients as it may be life-threatening.
- GS17.** handle challenging situations and make decisions based on applicable regulations and codes of conduct when possible conflicts arise.
- GS18.** be updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities.
- GS19.** maintain etiquette, personal hygiene and proper grooming.
- GS20.** follow the rules, regulations and code of ethics laid down by national/international regulatory authorities, department, organization.
- GS21.** exhibit verbal and written communication skills especially during interdepartmental communications, customer interaction/communication, sales, marketing, support, service, etc.
- GS22.** convey information clearly and comprehensively.

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Manage database creation, updation and retrieval</i> | 13 | | 5 | 10 |
| PC1. gather all sorts of information necessary to create the database of patients, incoming calls, equipment, logistics, spare parts, vendors and inventory; etc. into the prescribed format | | | | |
| PC2. cross-check if the database is accurate and properly formatted in the layout | | | | |
| PC3. update the database periodically | | | | |
| PC4. convert the database into MIS reports, statistical reports, etc. as and when required | | | | |
| PC5. check if the inventory data software reflects actual inventory levels of spare parts, logistics and equipment | | | | |
| <i>Manage accounts and funds at patient site</i> | 10 | | 4 | 10 |
| PC6. maintain the records of financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc. appropriately and precisely as per organizational policy | | | | |
| PC7. generate, receive and store the invoices, bills, vouchers, receipts, etc. appropriately | | | | |
| PC8. ensure reconciliation of bank statements with appropriate personnel | | | | |
| PC9. check if there is proper and complete authorization in each financial transaction | | | | |
| PC10. ensure proper and secure filing of accounts, funds and other related documents physically and electronically | | | | |
| <i>Manage documentation, purchases, inventory and medical records</i> | 15 | | 5 | 10 |
| PC11. plan the replenishment of the equipment, spare parts, logistics as per organizational policy and availability of funds | | | | |
| PC12. ensure documents are in place justifying the necessity for logistics, equipment and parts in stock and quantity like purchase orders, financial transactions and other relevant documents/records | | | | |
| PC13. follow proper condemnation guidelines of equipment or logistics which are outdated or in non-working condition | | | | |

| | | | | |
|--|----|---|----|----|
| PC14. coordinate with the appropriate and listed vendor for the purchases as per timelines, quality and financials required. | | | | |
| PC15. review the medical records for completeness and maintain them as per the organization protocol | | | | |
| PC16. store current and past medical records safely and securely as per organizational policy | | | | |
| PC17. retain all medical records for a time specified in the organizational policies | | | | |
| PC18. dispose of medical records as per Standard Operating Procedure (SOPs) | | | | |
| PC19. take written consent of authorized officer or follow organizational policy for sharing any patient related information to others | | | | |
| PC20. ensure that medical records are treated confidential | | | | |
| PC21. ensure the safety of records with respect to protection from insects, termites and exposure to heat, fire, dampness and dust | | | | |
| PC22. arrange documents and records properly in shelves in numeric order to facilitate easy retrieval when required | | | | |
| NOS Total | 38 | 0 | 14 | 30 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|------------------------------|
| NOS Code | HSS/N5806 |
| NOS Name | Manage telehealth facility |
| Sector | Healthcare |
| Sub-Sector | Allied Health and Paramedics |
| Occupation | Healthcare Technologies |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

HSS/N9617: 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

This unit/task covers the following:

- Complying the health, safety and security requirements and procedures for workplace
- Handling any emergency safely, competently and within the limits of authority
- Reporting any emergency and breach in procedures to ensure a safe, healthy, secure working environment

Elements and Performance Criteria

Complying the health, safety and security requirements and procedures for work place

To be competent, the user/individual on the job must be able to:

- 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

Handling any emergency safely, competently and within the limits of authority

To be competent, the user/individual on the job must be able to:

- 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 hazardous situations, whenever applicable
- PC8. follow the organizations 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

Reporting any emergency and breach in procedures to ensure a safe, healthy, secure working environment

To be competent, the user/individual on the job must be able to:

- PC11. report any identified breaches in health, safety, and security procedures to the designated person
- PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

QRC Approved | | Healthcare Sector Skill Council

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** the basic requirements of the health and safety and other legislations and regulations that apply to the workplace
- KU3.** the person(s) responsible for maintaining healthy, safe, and secure workplace
- KU4.** the relevant up-to-date information on health, safety, and security that applies to the workplace
- KU5.** the responsibilities of individual to maintain safe, healthy and secure workplace
- KU6.** how to report the hazard
- KU7.** requirements of health, safety and security in workplace
- KU8.** how to create safety records and maintaining them
- KU9.** the importance of being alert to health, safety, and security hazards in the work environment
- KU10.** the common health, safety, and security hazards that affect people working in an administrative role
- KU11.** how to identify health, safety, and security hazards
- KU12.** the importance of warning others about hazards and how to do so until the hazard is dealt with

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures
- GS3.** clearly report hazards and incidents with the appropriate level of urgency
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS7.** be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS8.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS9.** analyze the seriousness of hazards
- GS10.** analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Complying the health, safety and security requirements and procedures for work place</i> | 7 | - | 2 | 10 |
| 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 | - | - | - | - |
| <i>Handling hazardous situation</i> | 8 | - | 5 | 10 |
| 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 hazardous situations, whenever applicable | - | - | - | - |
| PC8. follow the organizations 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 | - | - | - | - |
| <i>Reporting any hazardous situation</i> | 5 | - | 2 | 10 |
| PC11. report any identified breaches in health, safety, and security procedures to the designated person | | - | - | |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected | - | - | - | - |
| NOS Total | 20 | - | 9 | 30 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | HSS/N9617 |
| NOS Name | Maintain a safe, healthy and secure working environment |
| Sector | Healthcare |
| Sub-Sector | Social Work and Community Health, Healthcare Management, Allied Health and Paramedics |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

HSS/N9618: Follow infection control policies and 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 policies

Scope

This unit/task covers the following:

- Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste
- Complying with effective infection control protocols that ensures the safety of the patient (or end user of health related products/services)
- Maintaining personal protection and preventing the transmission of infection from person to person

Elements and Performance Criteria

Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

To be competent, the user/individual on the job must be able to:

- 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
- PC2. store clinical or related waste in an area that is accessible only to authorized persons
- PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter

Complying with an effective infection control protocols

To be competent, the user/individual on the job must be able to:

- PC4. apply appropriate health and safety measures following appropriate personal clothing and 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

Maintaining personal protection and preventing the transmission of infections from person to person

To be competent, the user/individual on the job must be able to:

PC17. maintain hand hygiene following hand washing procedures before and after patient contact
/or after any activity likely to cause contamination

PC18. cover cuts and abrasions with waterproof 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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant up-to-date information on health, safety, and security that applies to the organization

KU2. organizations emergency procedures and responsibilities for handling hazardous situations

KU3. person(s) responsible for health, safety, and security in the organization

KU4. good personal hygiene practice including hand care

KU5. 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

KU6. the importance to adhere to the organizational and national waste management principles and procedures

KU7. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these

KU8. the required actions and reporting procedures for any accidents, spillages and contamination involving waste

KU9. the requirements of the relevant external agencies involved in the transport and receipt of your waste

KU10. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment

KU11. The current national legislation, guidelines, local policies and protocols which affect work practice

KU12. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others

KU13. identification and management of infectious risks in the workplace

KU14. aspects of infectious diseases including opportunistic organisms and pathogens

KU15. basic microbiology including bacteria and bacterial spores, fungi, viruses

KU16. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition

- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques
- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures to managing biomedical waste and infection control and prevention
- GS3.** listen patiently
- GS4.** report hazards and incidents clearly with the appropriate level of urgency
- GS5.** take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues
- GS6.** apply additional precautions when standard precautions are not sufficient
- GS7.** consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)
- GS8.** consistently follow the procedure for washing and drying hands
- GS9.** consistently maintain clean surfaces and limit contamination
- GS10.** how to make exceptional effort to keep the environment and work place clean
- GS11.** identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
- GS12.** analyze the seriousness of hazards pertaining to hospital waste and related infections
- GS13.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
- GS14.** take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i> | 5 | - | 3 | 10 |
| 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 | | - | - | |
| PC2. store clinical or related waste in an area that is accessible only to authorized persons | - | - | - | - |
| PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter | - | - | - | - |
| <i>Complying with an effective infection control protocols</i> | 8 | - | 5 | 10 |
| PC4. apply appropriate health and safety measures following appropriate personal clothing and 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 | - | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 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 | - | - | - | - |
| <i>Maintaining personal protection and preventing the transmission of infections from person to person</i> | 8 | - | 5 | 10 |
| PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination | - | - | - | - |
| PC18. cover cuts and abrasions with waterproof 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 | - | - | - | - |
| NOS Total | 21 | - | 13 | 30 |

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N9618 |
| NOS Name | Follow infection control policies and procedures including biomedical waste disposal protocols |
| Sector | Healthcare |
| Sub-Sector | Social Work and Community Health, Healthcare Management, Allied Health and Paramedics |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/03/2020 |
| Next Review Date | 03/03/2025 |
| NSQC Clearance Date | |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Recommended Pass % aggregate for QP : 70

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|--------------|-----------------|---------------|------------|-------------|-----------|
| HSS/N5801: Liaise with patients, healthcare service providers and other personnel for telehealth services | 74 | 30 | 25 | 60 | 189 | 15 |
| HSS/N5802: Promote the telehealth services as per needs and protocols | 47 | 20 | 15 | 30 | 112 | 15 |
| HSS/N5803: Prepare and manage the set-up for teleconsultation | 49 | 50 | 24 | 40 | 163 | 15 |
| HSS/N5804: Facilitate bio-medical instrumentation services for telehealth equipment | 23 | 0 | 10 | 20 | 53 | 10 |

| | | | | | | |
|--|------------|------------|------------|------------|-------------|------------|
| HSS/N5805: Provide assistance to healthcare services provider | 78 | 100 | 40 | 60 | 278 | 20 |
| HSS/N5806: Manage telehealth facility | 38 | 0 | 14 | 30 | 82 | 15 |
| HSS/N9617.Maintain a safe, healthy and secure working environment | 20 | - | 9 | 30 | 59 | 5 |
| HSS/N9618.Follow infection control policies and procedures including biomedical waste disposal protocols | 21 | - | 13 | 30 | 64 | 5 |
| Total | 350 | 200 | 150 | 300 | 1000 | 100 |

Acronyms

| | |
|-------------|---|
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |

Glossary

| | |
|--|--|
| 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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
| Performance Criteria (PC) | Performance Criteria (PC) 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 OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code. |
| 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 (KU) | Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard. |

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| 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 (GS) | Core skills or Generic Skills (GS) 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. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles. |
| 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. |