Model Curriculum

Medical Records and Health Information Technician

SECTOR:	**HEALTHCARE**
SUB-SECTOR:	**ALLIED HEALTH & PARAMEDICS**
OCCUPATION:	**Medical Records and Health Information Technician**
REF ID:	**HSS/Q5501, VERSION 1.0**
NSQF LEVEL:	**4**

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

HEALTHCARE SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Medical Records & Health Information Technician'
QP No. 'HSS/Q 5501 NSQF Level 4'

Date of Issuance: October 11th, 2017

Valid up to: October 31st, 2020

Authorised Signatory
(Healthcare Sector Skill Council)

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

Medical Records and Health Information Technician

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a "Medical Records and Health Information Technician", in the "Healthcare" Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Medical Records and Health Information Technician
Qualification Pack Name & Reference ID.	HSS/Q5501, version 1.0

Version No.	1.0	**Version Update Date**	$15 - 11 - 2017$

Pre-requisites to Training	Class XII in Science

Training Outcomes	**After completing this programme, participants will be able to:** • Understand the role of a medical record and health information technician. • Protect the security of medical records to ensure that confidentiality is maintained. • Review records for completeness, accuracy, and compliance with regulations. • Retrieve patient medical records for physicians, technicians, or other medical personnel. • Assign the patient to diagnosis-related groups (DRGs), using appropriate computer software. • Process patient admission or discharge documents. • Transcribe medical reports. • Resolve or clarify codes or diagnoses with conflicting, missing, or unclear information by consulting with doctors or others or by participating in the coding team's regular meetings. • Enter data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment into computer. • Identify, compile, abstract, and code patient data, using standard classification systems. • Release information to persons or agencies according to regulations. • Plan, develop, maintain, or operate a variety of health record indexes or storage and retrieval systems to collect, classify, store, or analyze information. • Prepare statistical reports, narrative reports, or graphic presentations of information for use by hospital staff, researchers, or other users.

	- Compile and maintain patients' medical records to document condition and treatment and to provide data for research or cost control and care improvement efforts. - Manage the department or supervise clerical workers, directing or controlling activities of personnel in the medical records department. - Compile medical care and census data for statistical reports on diseases treated, surgery performed, or use of hospital beds. - Guide hospital staff and public for collecting, maintaining, storing, retrieval and importance of medical records. - Consult classification manuals to locate information about disease processes. - Develop in-service educational materials - Demonstrate professional behavior, personal attributes and interpersonal relationships with others. - Maintain personal hygiene and safety while working in hospital environment.

This course encompasses 10 out of 10 National Occupational Standards (NOS) of "Medical Records & Health Information Technician" Qualification Pack issued by "Healthcare Sector Skill Council".

S.No	Module	Key Learning Outcomes	Equipment Required
1	**Introduction to Healthcare Delivery Systems & Different Departments** **Theory Duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 02:00 **Corresponding NOS Code** Introduction	• Understand Healthcare Service Providers (primary, secondary & tertiary) • Understand medical records department in a hospital • Sensitize about all departments and their salient functioning in the hospital	Visit to Healthcare Organization/Medical record department
2.	**Role of the Medical record & health Information Technician** **Theory Duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 01:00 **Corresponding NOS Code** Introduction	• Discuss the various areas where the individual can be employed. • Protect the security of medical records to ensure that confidentiality is maintained. • Review records for completeness, accuracy, and statutory, medico-legal & statisctical compliance. • Retrieve patient medical records for physicians, technicians, or other medical personnel. • Assign the patient to diagnosis-related groups (DRGs), using appropriate computer software. • Process patient admission or discharge documents. • Transcribe medical reports. • Resolve or clarify codes or diagnoses with conflicting, missing, or unclear information by consulting with doctors or others or by participating in the coding team's regular meetings. • Enter data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment into computer. • Identify, compile, abstract, and code patient	Chart, Demonstrations

S.No	Module	Key Learning Outcomes	Equipment Required
		data, using standard classification systems. - Release information to persons or agencies according to regulations. - Prepare statistical reports, narrative reports, or graphic presentations of information for use by hospital staff, researchers, or other users. - Manage the department or supervise clerical workers, directing or controlling activities of personnel in the medical records department. - Compile medical care and census data for statistical reports on diseases treated, surgery performed, or use of hospital beds. - Maintain disease registries and clinical database - Guide hospital staff and public for collecting, maintaining, storing, retrieval and importance of medical records.	
3.	**Structure and Function of Human Body** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N 5501 & HSS/N 5502	• Understand basic structure and function of the body system and associated component including ✓ cells, tissue & organ ✓ cardiovascular system ✓ respiratory System ✓ musculoskeletal system ✓ endocrine system ✓ digestive system ✓ urinary system ✓ reproductive system ✓ integumentary system ✓ lymphatic system ✓ nervous system including sensory system- Eye & ears ✓ special senses – smell, taste, visual and equilibrium & Hearing ✓ immune system • Understand process, condition & resources required by the body to support healthy functioning ✓ body regulation including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure ✓ protection form infection ✓ active & Passive physical activities	Anatomical structures of human body, chart and poster demonstration

S.No	Module	Key Learning Outcomes	Equipment Required
4.	**English Language** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** Introduction	• Discuss the various part of speech: 1. Nouns 2. Pronouns 3. Adjectives 4. Articles 5. Preposition 6. Conjunction 7. Adverb 8. Interjection • Describe the fundamentals of Direct and Indirect Speech • Acquire the knowledge of English Comprehension • Explain the application of reporting language	English Dictionary, English speaking illustrative tools (basic version)
5.	**Introduction to Medical Records** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/ N 5503, HSS/ N 5504, HSS/ N 5507	• Define Medical Health Records • Differeniate between the terms medical record, health record, and medical chart. • Define various types of softwares available for the effective management of records. • Sensitize about various types of health and medical records • Maintain medical records in both soft and hard copies as well as in electronic form	Sample copies of various medical records available in the hospital
6.	**Basic Sensitization to Laboratory Tests & diagnostic procedures** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code**	• Sensitize about common laboratory tests and diagnostic procedures done in the hospitals. • enter and code the test records in the system • interpret the test results for statistical analysis • compile and retrieve the test records as and when required for different surveys and reporting • Maintain confidentiality of records	Sample laboratory tests and diagnostic procedure records

S.No	Module	Key Learning Outcomes	Equipment Required
	HSS/ N 5501, HSS/ N 5502		
7	**Medical Terminology** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/ N 5501, HSS/ N 5502	• Explain the importance of various Health Records related terminologies and usages, covering the full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations • Discuss in brief the various terminologies used in Health Records Department such as: - Asymetric Digital Subscriber Line - Ambulatory Care - Anatomical Therapeutic Chemical Classification System - Continuity of Care Document(CCD) - Chief Complaint (CC) - Reason for Consultation (ROC) - Reason for visit (ROV) - Clinical Data Respository (CDR) - Clinical Decision Support System (CDSS) - Computer Based Patient Record (CPR) - Computerized Physician Order Entry (CPOE) - Current Procedural Terminology (CPT) - Data - Database Management System - Digital Imaging and Communications in Medicine (DICOM) - Developmental origins of Health and Diseases - Electronic Medical Records - Family History - Health Care Provider - International Classification of Diseases - Management Information Systems - Medical Code Sets - Medical Management Information System - Health Information Managements - Monthly Index of Medical Specialties	Medical terminology dictionary

S.No	Module	Key Learning Outcomes	Equipment Required
		- NANDA-North American Nursing Diagnosis Association - Non Participating Physician - Operating Room - Operating Theatre - Over the Counter Drugs - Picture Archive Communication System (PACS) - Review of Systems (ROV) - Systemized Nomenclature of Medical Clinical Terms - Third Party Administration - Vital Statistics	
8	**Bio Medical Waste Management** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** **Introduction**	• Gain understanding of importance of proper and safe disposal of bio-medical waste & treatment • Acquire knowledge of categories of bio-medical waste • Learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. • Sensitize regarding standards for bio-medical waste disposal • Sensitize regarding means of bio-medical waste treatment	Different coded color bins, different variety of bio medical waste for demonstration, Visit to treatment plan of bio medical waste etc
9	**Infection control and prevention in Hospital** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** **Introduction**	• Identify deviation from normal health • Understand about Hospital borne infections • Practice protocols to curb the disease • Senstize about different types of Spillages and their management	Charts and poster demonstration

S.No	Module	Key Learning Outcomes	Equipment Required
10	**Personnel Hygiene** **Theory Duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 02:00 **Corresponding NOS Codes** HSS/N/9606	• Develop understanding of the concept of Healthy Living • Develop understanding & procedures of Hand Hygiene • Practice techniques of Grooming • Use PPE following correct techniques • Acquire knowledge of self- vaccinations available against common infectious diseases required as healthcare personnel	PPE, vaccination kits, articles for hand hygiene measures
11	**Safety, Emergency Medical response & First Aid** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N/9606	• Describe basics of first aid • Develop understanding and precautions to ensure self safety • Perform BLS as and when required • Acquire knowledge about hospital emergency codes • Deal with institutional emeregency and practice disaster management as and when required • Demonstrate the use of protective devices (restraints,safety devices)	Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc. CPR mannequin
12	**Soft Skills & Communication** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** HSS/N 9603 and HSS/N 9607	• Understand art of effective communication • Handle effective communication with Patients & Family • Handle effective Communication with Peers/ colleagues using medical terminology in communication • Learn basic reading and writing skills • Learn sentence formation • Learn grammar and composition • Learn how to enhance vocabulary • Learn problem solving • Understand need for customer service and service excellence in Medical service • Understand work ethics in hospital set up	Flash cards, charts, e-modules for role-play and demonstration

S.No	Module	Key Learning Outcomes	Equipment Required
		• Learn Goal setting, team building, team work, time management, empathy, thinking and reasoning & communicating with others • Learn objection handling • Learn Telephone and Email etiquettes • Learn Basic computer working like feeding the data, saving the data and retrieving the data. • Learn to analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Learn planning and organization of work • Learn identification of rapidly changing situations and adapt accordingly • Learn decision making ability	
13	**Tools for Medical Record Management** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** HSS/N 5505	• Acquire knowledge the various tool which are available for medical record management • Identify the appropriate medical record management tool meeting organizational needs. • Update the medical record tools/software as per latest technology time to time • Ensure the tools are licensed and free from any e-hazards. • Keep the back-up data from the tools time to time • Ensure confidentiality and privacy of the tools • Maintain and manage the tools as per manufacturer or distributor guidelines • Acquire knowledge to operate the tool • Acquire knowledge regarding how and when to troubleshoot for error while operating the tools • Upgrade the existing knowledge regarding avaiolability, operation, maintenance and management of the medical record tools/software • Escalate the issues regarding medical record tools to concerned authority, if unresolved	E-modules, internet access, sample medical record tool
14	**Medical Record Room Operations & Management**	• List the fundamentals functions of the medical records room • Discuss about various filing and retrieval	cupboards, a mock medical records setup, book shelves filing cabinets, index cabinets,

S.No	Module	Key Learning Outcomes	Equipment Required
	Theory Duration (hh:mm) 30:00 **Practical Duration** (hh:mm) 20:00 **Corresponding NOS Code** HSS/N 5505	procedures in the medical records room • Describe about the main factors that govern the organization of work. • Determine various personnel required in a Medical Records Department • Discuss about various physical infrastructure and facilities crucial in a medical records department. • Describe the various equipments required in a medial records department. • arrange records properly in shelves in numeric order to facilitate easy retrieval when required • take special care to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust • Ensure that there is a proper locking system to ensure restricted entry.	table, chairs, computer, files, label sticky, marker, numbering machine, photo- copier, scanner, duplication microfiling, insect repellants etc.
15	**Retention, Preservation and Destruction of Medical records** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 20:00 **Corresponding NOS Code** HSS/N 5505	• store and retain the medical records as per the organization protocol and review them for completion • retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists • enter the laboratory results in the report carefully • know how to store the medical records including old records • take approval prior to destroying any old medical record • follow the process and take written consent of authorized person before releasing any patient related information • regularly update the reports • know the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant	Charts & posters for demonstration
16	**Medical Records Receiving & Review**	• collect the discharge notes or previous day discharge file from the concerned authority • assemble patients' health information by	Sample filled and emplty medical forms/records/files:

S.No	Module	Key Learning Outcomes	Equipment Required
	Theory Duration (hh:mm) 30:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N5501 and HSS/N 5502	cross-verifying from concerned authority • make sure that patients' initial medical charts are complete • check that all related forms are completed, properly identified and authenticated, and that all necessary information is present • communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms and files when the information is missing • Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes, etc. • use appropriate tools/software to perform documentation & review • correlate laboratory test results, procedures, and treatments with diagnosis as and when required and seek the help of nurse or concerned doctor • ensure that all data is present if not then ask the concerned person • check that all laboratory results are same as those in laboratory reports and no information is missing • Compare the final diagnosis of the inpatient admission sheet to the one recorded on the discharge summary, history and physical and progress report, plus the operative and pathology reports to ascertain that there are no discrepancies in information.	inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes, and pathology reports etc.
17	**Medical Coding: International classification of disease (ICD) and International Classification of Functioning, Disability and Health (ICF)** **Theory Duration** (hh:mm) 30:00 **Practical Duration** (hh:mm)	• Describe the concept of International Classification of Diseases. • Comprehend the Purposes and uses of the ICD classification • Underline the basic difference between the two types of classification i.e. ICD and ICF. • Acquire knowledge of the various ICD and ICF codes available • Select the up-to-date ICD and ICF coding mechanism and software • Read & Comprehend the ICD and ICF thoroughly, accurately and quickly • Acquire knowledge how to refer the manuals and guidelines of using the coding	Computers equipped with ICD & ICF softwares; related manuals and guidelines

S.No	Module	Key Learning Outcomes	Equipment Required
	46:00 **Corresponding NOS Code** HSS/N 5502	whenever required • Acquire knowledge of referring, allotting or discarding medical codes • Determine that how to find the main term in the Alphabetic Index. • Determine that how to refer to the notes, modifiers, and sub terms under the main term. • Determine that how to follow any cross–reference instructions. • Determine that how to read instructions, terms, symbols, etc. which may further qualify the code. • Determine that how to assign the Code Number thus obtained. • Provide correct code to a particular disease accurately • Ascertain the discrepancies in information and confirm from the doctor for clarification of the diagnosis before putting the Code • Ensure that the discharged inpatient medical records should be coded daily and regularly against the discharge census • Acquire knowledge and skills to check the records that are not coded	
18	**Bio-Statistics** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 25:00 **Corresponding NOS Code** HSS/N 5504	• Describe the concept of: 1. Statistics 2. Biostatistics 3. Medical Statistics • Comprehend the importance of Biostatistics for the MRHI Technician • Acquire knowledge of the application of basic terminologies related to biostatistics while analysis of the medical records for various pupeses: 1. Bias 2. Variance 3. Mean 4. Median 5. Standard Deviation 6. Types of data: discrete and continous	Biostatitics manual, computer equipped with biostatistical tools/operating system

S.No	Module	Key Learning Outcomes	Equipment Required
		7. Nominal scale 8. Ordinal scale 9. Interval scale 10. Continous scale • Prepare and develop graphical presentations, tabulations and other representations using knowledge of bio-statistics as and when required. • Calculate the basic indicators for different departments and hospital and others as and when required using knowledge of biostatistics	
19.	**Confidentiality: Consent, Reporting & Documentation** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/ N 5506	• Exhibit the ability to maintain the confidentiality of the medical records • Ensure that Medical Records can be taken out of Medical Records Department only by authorised persons • Take written consent from the persons requesting the file/s other than patient appointment • Ensure maximum security against loss, tampering and from use by any unauthorized individual by ensuring that: ✓ No un-authorised persons should be allowed to enter medical records department or to have access to patient medical records out of the department ✓ Patients or their relatives will not be allowed to carry the patient files or to keep them in their possessions • Comprehend that disclosure of information contained in the medical records are a breach of confidentiality • Comprehend that disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination • Ensure that medical Records in the department are kept secured and in strict confidentiality	Consent forms, charts & posters
20	**Professional Behavior in Healthcare Setting** **Theory Duration**	• How to maintain restful environment • Learn General and Specific etiquettes to be observed on duty • Understand need for compliance of	e-modules

S.No	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 03:00 **Practical Duration** (hh:mm) 02:00 **Corresponding NOS Code** HSS/ N 9603 and HSS/N 9607	organizational hierarchy and reporting • Understand the legal and ethical issues • Understand importance of conservation of resources in department	
21	**Patient's Rights & Responsibilities and Environment in Hospital** **Theory Duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 02:00 **Corresponding NOS Code** HSS/ N 9606	• Describe necessary arrangements to ensure patient safety and comfort • Understand sensitivities involved in patient's right • Learn MRHIT role in maintaining patient's rights	e-modules, charts & poster
22	**Database Management, Statistical Analysis & Interpretation** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** HSS/ N 5504	• Describe the various database management measures. • Acquire knowledge about the incidence of diseases. • Aquire knowledge about epidemiology • Ensure to keep the information in the medical records updated • Maintain the record of inpatient and OPD regularly • Maintain the disease record • Ensure to keep track of surgeries, transplant, etc. • Record the statistics weekly, monthly, yearly • Maintain the statistics depending on the information gathered for each case	Database management tools/software, sample statistical records

Healthcare Sector Skill Council
Skill India
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
N·S·D·C
National Skill Development Corporation
Transforming the skill landscape

S.No	Module	Key Learning Outcomes	Equipment Required
		• Acquire knowledge regarding how to prepare the statistics for: a. Number of the OPD cases b. Number of the surgeries performed c. Number of transplant d. Number of the MTP cases e. Which doctor performed which surgery f. Number of Medico-legal cases g. Number of births h. Number of new borne deaths i. Number of deaths j. Number of days a patient stay in hospital k. Patients attended by same nurse • Record the statistical analysis appropriately	
23	**Medical Jurisprudence: Medico-legal Ethics, Law, Aspects & Registration** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** HSS/ N 5507	• Identify the various events which come under the medico- legal cases. • Discuss the formalities which are important to handle a medico- legal case. • Describe the events where the details of medico- legal cases can be revealed. • Acquire skills & knowledge regarding the storage of medico- legal records following the laws related to medico legal record keeping • Comprehend that how to record different type of medico- legal cases separately • Comprehend that how long to keep a particular medico legal record as per the organizational protocols and policies • Comprehend that how to maintain the record of medico legal cases following organization's protocols	Sample medico-legal case records
24	**Statutory Aspects & Registration** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS**	• Record and maintain data for birth and death rates • Record and maintain data for communicable diseases/endemic diseases • Provide medical record data to government bodies for preparing census as per the regulations and policies • Ensure that the medical record data collected for birth and death is accurate and all demographic and basic details are complete	Sample birth & death certificates, sample disease registry

S.No	Module	Key Learning Outcomes	Equipment Required
	Code HSS/ N 5503	• Provide the birth and death data to municipal corporation /Government bodies for maintaining the census and providing the registries to the concerned person relatives • Provide data related to communicable disease and endemic disease. e.g. Dengue, Malaria, Hepatitis, Bird flu, Swine flu, HIV etc. with demographic details to Government bodies for maintaining the report and statistics	
25	**Sensitization on current best practices in Medical record & Health Information Management System (HIMS)** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/ N 5501- 5507	• Explain the Health Information Management System (HIMS) • Explain the previously existing HIMS in the Healthcare department • Identify the current best practices of HIMS globally • Guide hospital to adopt the best practices • Acquire Continuous Professional Development (CPD) in the field of HIMS	Computer equipped with HIMS software
26	**Basic Computer Knowledge** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 35:00 **Corresponding NOS Code** HSS/ N 5501- 5507 HSS/ N 9611	• Explain what is health information communication technology • Explain the application of ICT in the medical records department • Gain broad understanding about Application of computers in laboratory Practice ✓ Introduction to Computers: ✓ Block diagram ✓ Input and Output devices ✓ Storage devices • Apply basic operating systems of computer ✓ Need of Operating systems (OS) ✓ Function of OS ✓ Windows 2000 – Utilities and basic operations ✓ Microsoft office 2000 – MS Word, MS	Computer equipped with basic operating systems

S.No	Module	Key Learning Outcomes	Equipment Required
		Excel	
	Total Duration Theory Duration (hh:mm) 300:00 Practical Duration (hh:mm) 300:00	**Unique Equipment Required:** Anatomical structures of human body, English Dictionary, English speaking illustrative tools (basic version), Sample copies of various medical records available in the hospital,Sample laboratory tests and diagnostic procedure records, Medical terminology dictionary; Different coded color bins, different variety of bio medical waste for demonstration, PPE, vaccination kits, articles for hand hygiene measures; Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc.; CPR mannequin; sample medical record tool; cupboards, a mock medical records setup, Stainless steel book shelves filing cabinets, index cabinets, table, chairs, computer, files, label sticky, marker, numbering machine, photo- copier cum scanner cum printer, duplication microfiling, insect repellants etc.; Sample filled and empty medical forms/records/files: inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes, and pathology reports etc.; Computers equipped with ICD & ICF software, bio-statistical tools/operating system, basic operating systems, internet access, database management tools/software & HIMS software; related manuals and guidelines; Biostatistics manual, Consent forms, sample statistical records, Sample medico-legal case records, Sample birth & death certificates, sample disease registry, MRD deficiency check list, OPD folder, OPD Clinic Records forms, OPD New Registration forms, Mobile trolley **Class Room equipped with following arrangements:** • Interactive lectures & Discussion • Brain Storming • Charts & Models • Activity • Video presentation **Skill lab equipped with following arrangements:** • Unique equipment as enlisted **Visit to Healthcare Organization, Medical Record Department of Hospital, treatment plan of bio medical waste**	

- Grand Total Course Duration: 600:00 Hours (300:00 Hours duration for Class Room & 300:00 Hours Skill Lab Training)
- 400 Hours of mandatory OJT/Internship/Clinical or Laboratory Training)
(This syllabus/ curriculum has been approved by SSC: Healthcare Sector Skill Council

Trainer Prerequisites for Job role: "Medical Records and Health Information Technician" mapped to Qualification Pack: "HSS/Q5501, version 1.0"

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack "HSS/Q5501".
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	• Medical Graduate with one year of experience in Medical Record Department • Nursing Graduate with one year of experience in Medical Record Department • B.Sc. in MRD with two years of experience
4a	Domain Certification	Certified for Job Role: "Medical Records and Health Information Technician" mapped to QP: "HSS/Q5501"version 1.0. with scoring of minimum 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q 0102" with scoring of minimum 80%.
5	Experience	• one year of experience in Medical Record Department

Assessment Criteria for Medical Records and Health Information Technician	
Job Role	Medical Records and Health Information Technician
Qualification Pack Code	HSS/Q 5501, version 1.0
Sector Skill Council	Healthcare Sector Skill Council

Sr. No.	Guidelines for Assessment
1.	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2.	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3.	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4.	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5.	To pass the Qualification Pack, every trainee should score as per assessment grid.
6.	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack
7.	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
8.	The assessment for the theory part will be based on knowledge bank of questions created by the SSC

Skills Practical and Viva (80% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Comunication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (80% of Max. Marks)	400
Theory (20% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50
Grand Total-(Skills Practical and Viva + Theory)	600
Final Result	Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail
Detailed Break Up of Marks	Skills Practical & Viva
Subject Domain	Pick any 2 NOS each of 200 marks totaling 400

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS / N 5501: Review patient records for completeness	PC1. Collect the discharge notes or previous day discharge file from the concerned nurse	**200**	50	15	35
	PC2. Assemble patients' health information		20	10	10
	PC3. Make sure that patients' initial medical charts are complete		30	10	20

	PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present		50	15	35
	PC5. Communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms and files when the information is missing		20	5	15
	PC6. Use computer programs to perform documentation		30	5	25
	Total		**200**	**60**	**140**
2.HSS / N 5502: Maintain disease registries and clinical database	PC1. Provide the disease code to the medical record of discharged patient	200	45	10	35
	PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes		40	10	30
	PC3. Provide right code to the right disease		40	10	30
	PC4. Enter the medical records data in computer		30	5	25
	PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.		45	10	35
	Total		**200**	**45**	**155**
3.HSS / N 5503: Maintain medical record for statutory compliance	PC1. Record and maintain data for birth and death rates	200	50	15	35
	PC2. Provide the data to Municipal corporations for registration		50	15	35
	PC3. Record and maintain data for communicable diseases/endemic diseases		50	15	35
	PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies		50	15	35
	Total		**200**	**60**	**140**
4.HSS/ N 5504: Maintain medical records for statistical database	PC1. Ensure to keep the information in the medical records updated	200	30	10	20
	PC2. Maintain the record of inpatient and OPD regularly		30	10	20
	PC3. Maintain the disease record		30	10	20
	PC4. Ensure to keep track of surgeries, transplant, etc.		40	10	30
	PC5. Record the statistics weekly, monthly, yearly		40	10	30
	PC6. Maintain the statistics depending on the information gathered for each case		30	10	20

		Total	200	60	140
5. HSS / N 5505: Store medical records	PC1. Retain and store the medical records as per the organisation protocol and review them for completion		40	10	30
	PC2. Know how to store the medical records		30	20	10
	PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists	200	30	15	15
	PC4. Enter the laboratory results in the report carefully		30	15	15
	PC5. Know how to maintain and store the old records		30	15	15
	PC6. Take approval prior to destroying any old medical record		40	10	30
		Total	200	85	115
6.HSS/ N 5506: Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records		40	10	30
	PC2. That patient information should not be disclosed to any unauthorised person		30	0	30
	PC3. The process and written consent of authorized person before releasing any information related to patient records	200	70	20	50
	PC4. Medical Records in the department are kept secured and in strict confidentiality		60	10	50
		Total	200	40	160
7.HSS/ N 5507: Maintain medical records for medico legal cases	PC1. How to properly keep the record of medico legal case		80	20	60
	PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records	200	60	10	50
	PC3. How to keep and maintain the record files for long duration		60	10	50
		Total	200	40	160
Grand Total-1 (Subject Domain)			400		
Soft Skills and Communication			Pick one field from both parts each carrying 50 marks totaling 100		

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					

HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
			30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
			20	7	13
	Attitude Total	50	50	19	31
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Safety management					

HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements		6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	50	6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
			50	25	25

Grand Total-2 (Soft Skills and communication)	100

Detailed Break Up of Marks	Theory
Subject Domain	Pick all PCs of all NOS totaling 80

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation Theory
1. HSS / N 5501: Review patient records for completeness	PC1. Collect the discharge notes or previous day discharge file from the concerned nurse		2
	PC2. Assemble patients' health information		2
	PC3. Make sure that patients' initial medical charts are complete		4
	PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present	16	4
	PC5. Communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms ad files when the information is missing		2

Healthcare Sector Skill Council

Skill India
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP

NSDC
National Skill Development Corporation
Transforming the skill landscape

	PC6. Use computer programs to perform documentation		2
	Total		**16**
2.HSS / N 5502: Maintain disease registries and clinical database	PC1. Provide the disease code to the medical record of discharged patient	**14**	4
	PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes		2
	PC3. Provide right code to the right disease		2
	PC4. Enter the medical records data in computer		2
	PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.		4
	Total		**14**
3.HSS / N 5503: Maintain medical record for statutory compliance	PC1. Record and maintain data for birth and death rates	**10**	2
	PC2. Provide the data to Municipal corporations for registration		2
	PC3. Record and maintain data for communicable diseases/endemic diseases		2
	PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies		4
	Total		**10**
4.HSS/ N 5504: Maintain medical records for statistical database	PC1. Ensure to keep the information in the medical records updated	**14**	2
	PC2. Maintain the record of inpatient and OPD regularly		2
	PC3. Maintain the disease record		2
	PC4. Ensure to keep track of surgeries, transplant, etc.		2
	PC5. Record the statistics weekly, monthly, yearly		4
	PC6. Maintain the statistics depending on the information gathered for each case		2
	Total		**14**
5. HSS / N 5505: Store medical records	PC1. Retain and store the medical records as per the organisation protocol and review them for completion	**12**	2
	PC2. Know how to store the medical records		2
	PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists		2
	PC4. Enter the laboratory results in the report carefully		2

	PC5. Know how to maintain and store the old records		2
	PC6. Take approval prior to destroying any old medical record		2
	Total		**12**
6.HSS/ N 5506: Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records	8	2
	PC2. That patient information should not be disclosed to any unauthorised person		2
	PC3. The process and written consent of authorized person before releasing any information related to patient records		2
	PC4. Medical Records in the department are kept secured and in strict confidentiality		2
	Total		**8**
7.HSS/ N 5507: Maintain medical records for medico legal cases	PC1. How to properly keep the record of medico legal case	6	2
	PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records		2
	PC3. How to keep and maintain the record files for long duration		2
	Total		**6**
	Grand Total-1 (Subject Domain)	**80**	**80**
	Soft Skills and Communication	**Select each part each carrying 10 marks totaling 20**	

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation Theory

Part 1 (Pick one field randomly carrying 50 marks)

1. Attitude

HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	6	6
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		

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

	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	Total		10
Part 2 Total		10	10
Grand Total-2 (Soft Skills and communication)		20	