

Model Curriculum

Patient Relations Associate

SECTOR: Healthcare
SUB-SECTOR: Allied Health & Paramedics
OCCUPATION: Non Direct Care
REF ID: HSS/Q6102, **VERSION:** 1.0
NSQF LEVEL: 5



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

HEALTHCARE SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Patient Relations Associate'
QP No. 'HSS/Q 6102 NSQF Level 5'

Date of Issuance: March 15th, 2018

Valid up to: March 14th, 2021

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



Authorised Signatory
(Healthcare Sector Skill Council)

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Patient Relations Associate

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Patient Relations Associate”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Patient Relations Associate		
Qualification Pack Name & Reference ID. ID	HSS/Q6102, version 1.0		
Version No.	1.0	Version Update Date	14-03-2021
Pre-requisites to Training	Graduate in any stream Or NSQF Level 4 Hospital Front Desk Coordinator		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Enhance their skill and capacities in counsel and assist visitors/patients who visits Healthcare Organization and provide with solutions • Enhance skills for coordinating activities at hospital front desk, registration services & coordination with healthcare team. • Perform certain administrative task such as maintenance of records, paperwork, billing, coordination during patient referrals, administrative & basic management • Enhance their knowledge in resource management, advocacy as a Patient Relations Associate • Facilitate customer service excellence and patient satisfaction • coordinate with hospital front desk coordinators and other billing staff for billing activities • Develop skills to work out on medical software to maintain Hospital Information System • Demonstrate professional behaviour, personal qualities and characteristics of a hospital front desk coordinator • Demonstrate correct method of bio-medical waste management • Demonstrate Basic Life Support, Cardio Pulmonary Resuscitation and other actions in the event of medical and facility emergencies • Demonstrate good communication, communicate accurately and appropriately. • Employ group cohesiveness • Report concerns/issues/challenges to higher authorities as per escalation matrix 		

This course encompasses 9 out of 9 National Occupational Standards (NOS) of “Patient Relations Associate” Qualification Pack issued by “Healthcare Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Orientation to Patient Relations Associate Key functions Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Describe the functions of patient relations associate Assess needs of patient and act accordingly Describe report delivery process and escalation matrix Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process Describe process involved during admission and discharge of patients Manage and handle visitors of different categories such as Patients - Paid / Non-Paid, Emergency, VIPs etc. Ensure patient satisfaction contribution of the front office Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization Present a positive personal image. Define quality improvement process Patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc in coordination with Healthcare team 	<p>Visit to a healthcare facility, Flowchart of healthcare delivery system of India</p>
2	<p>Consent, Reporting & Documentation-advanced level Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Define the scope of practice for patient relations associate Define consent and discuss the methods of obtaining consent. Understand importance of maintaining various records & how to obtain them from related resources Explain various types of records to be maintained by patient relations associate Demonstrate essential components of various records and method of documentation and their retrieval Understand the legal implications of electronic medical records/electronic health records 	<p>Sample consent forms and others records</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	<p>Orientation to Structure and Function of the Human Body</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Describe anatomy and functions human body system Describe special needs of vulnerable clients in the hospitals Describe visible symptoms of ill patients or patients who need immediate attention by medical team 	Specimen or models of different parts of the body
4	<p>Introduction to Hospital Policies and Procedures</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Understand about hospital policies and procedures of healthcare organization Understand about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit. Discuss about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family Understand about leaving policies of patient such as LAMA (Leave against medical advice etc.) Learn techniques to deal with cases such as thefts, misappropriation, report mix-ups, damage to property, abuse etc. 	Samples of guidelines and protocols of best hospitals
5	<p>Infection Control & Prevention</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Understand the importance of infection control and prevention and guiding hospital front desk coordinator about it in accordance with healthcare team Understand management of different types of spillage and their management Understand the principles of hand hygiene, infection control/exposure control and use of PPE Understand hospital/ emergency borne infections Understand prevention and treatment of needle stick injury Understand about incident 	Personal Protective Equipments Hand sanitizer Wash basin Towel

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>reporting and its impact</p> <ul style="list-style-type: none"> • Develop understanding of the concept of healthy living • Develop understanding & procedures of hand hygiene • Develop techniques of self-grooming and maintenance • Understand the usage and advantages of PPE • Vaccinate oneself and the patient against common infectious diseases • Understand mandated, highly recommended, and other vaccines for healthcare personnel workers 	
6	<p>Collaborative Team Work</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> • Describe the factors to establish and maintain peaceful environment in work area with all • Apply etiquettes while working with team • Develop skills to assist supervisors for duty roster creation • Develop skills to explain policies and procedures to others including patients • Learn from feedbacks about process improvement • Describe about service recovery matrix • Understand need for compliance of organizational hierarchy and escalation matrix • Understand the legal and ethical issues and criticality of Medico Legal Cases • Understand importance of best utilization and conservation of resources • Understand the limits of one's and others', roles and responsibilities • Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice • Understand of team work and how to facilitate it • Understand the risks to quality and safety if you do not keep up to date with best practice • Understand how you have to manage potential risks to the quality and safety of practice • Understand to evaluate and reflect on the quality of your work and 	Case studies of team work and group dynamics

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>made continual improvements</p> <ul style="list-style-type: none"> Describe the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done Explain the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements 	
7	<p>Quality in Healthcare – Service and Medical Quality</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Describe about various accreditation agencies for Healthcare organizations nationally and internationally Describe about various standards of NABH and their implications for quality control and quality assurance Describe about quality assurance and quality control Describe about quality control and assurance tools which can be utilized for effective functioning Describe about risk assessment process Describe about patient behaviour and psychology Describe about patient's rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or non-conformance as per organizational policies and procedures Liaison with healthcare team for effective care for patients 	<p>Sample case studies</p> <p>Guidelines of various accreditation boards</p>
8	<p>Maintain conducive environment in Emergency Situations</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105,</p>	<ul style="list-style-type: none"> Describe things necessary to make the patient feel safe and comfortable Describe impact of comfort on one's health Describe importance and methodology of cleanliness, and hygiene environment Describe variation of patient's environment according to settings: road, home, ambulance, hospital, etc. Prepare patient for admission, discharge and referral services Direct patients/visitors to accurate 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618	unit and assist till satisfactory results	
9	<p>Hospital Information System (HIS) – Medical Software Applications</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Describe various modalities for Patient Registration in HIS Describe various characteristics of HIS Describe about important information and credentials to be captured by patient/attenders for HIS Describe basic functioning of HIS Describe escalation matrix in case of non-compliances Assess working status of HIS as and when required Maintain database of visitors/patients etc. Describe the importance of Electronic Health Records/Medical Records/Computerized Patient Record Systems 	Sample HIS software
10	<p>TPA operations and Cash Management</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108</p>	<ul style="list-style-type: none"> Describe fundamentals of accounting Describe about finance and credit management applicable to healthcare industry Describe different modes of Payment utilized in healthcare industry and process flow of cash/payment modes Check and coordinate to determine authenticity of payment received Describe various TPA/Insurance services available in the country/ National Health Insurance Scheme and applicable beneficiaries Describe about regulatory bodies/process and compliance to receive foreign currency as a part of payment process Describe about various international currencies and their values in terms of INR 	Sample foreign currency Samples of fake and genuine currency
11	<p>Customer Service Excellence and Patient Satisfaction</p> <p>Theory Duration</p>	<ul style="list-style-type: none"> Identify needs of the patients/carers to find resolution Acquire adequate knowledge about internal process /promotions/tariffs/schemes/benefit 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 10:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618	s which can be provided to patients <ul style="list-style-type: none"> Build empathetic relationship with the patient's/ visitors and others Employ appropriate language and tone and listen carefully to the queries and provide solutions accordingly Display sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. Obtain feedback from visitors and suggest for amendment's in protocol & polices accordingly 	
12	Safety & First Aid Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code HSS/N9617, HSS/N9618	<ul style="list-style-type: none"> Describe common emergency conditions and how to deal with it as per limits and competency Describe basics of first aid Develop understanding and precautions to ensure self- safety Provide care to the patients while moving & transferring is required Demonstrate the use of protective devices (restraints, safety devices) Seek assistance from appropriate authority in a timely manner 	Crash cart Bandages Splints First aid box loaded with all necessary medicines
13	Basic Life Support Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code HSS/N9617, HSS/N9618	<ul style="list-style-type: none"> Describe symptoms to identify cardiac arrest Comprehend principles of basic life support (for adults and infants) Describe the correct protocol of chest compression, ventilation and assessment steps Differentiate the single rescuer to two rescuer CPR Describe the conditions when choking occurs Describe the protocol of giving life support during choking 	Nursing manikin, crash cart, defibrillator
14	Bio Medical Waste Management Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code HSS/N9618	<ul style="list-style-type: none"> Describe importance of proper and safe disposal of bio-medical waste & treatment Explain categories of bio-medical waste Explain disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. Explain standards for bio-medical waste disposal Understand means of bio-medical 	Different coded color bins, Visit to treatment plan of bio medical waste etc, visit to healthcare facility to learn about BMW

Sr. No.	Module	Key Learning Outcomes	Equipment Required
15	<p>Institutional Emergencies, Fire safety and security</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code HSS/N9617, HSS/N9618</p>	<p>waste treatment</p> <ul style="list-style-type: none"> Comprehend actions to be initiated in case of fire or any institutional emergency Describe how to use fire extinguisher Understand suspicious behaviour of individuals and tracking the same 	Emergency Codes, fire extinguisher, charts to display deviation from normal health condition (sign & symptoms)
16	<p>Basic Computer Knowledge</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Discuss about application of computers Discuss the introduction to Computers Discuss the foundation concept of operating systems Describe the need of Operating systems (OS) Explain the functions of OS Describe the updated versions of Windows like 2008 or 2010 – Utilities and basic operations Discuss the updated versions of Microsoft office like 2010, 2013 or 2016. Describe the basic concepts of computer Hardware & Software Explain the commonly used hospital softwares Apply operations of Computer in hospitals Comprehend various concepts like Data Based Concept (ER diagram), SQL, V.B., ERP system with all modules Understand the importance of effective health information system Discuss the foundation of digital maintenance of Medical Records Explain EHR 	Computer with internet facility
17	<p>Soft Skills & Communication</p> <p>Theory Duration (hh:mm) 10:00</p>	<ul style="list-style-type: none"> Define art of effective communication Handle patients & family through effective and empathetic communication Handle effective communication with peers/ colleagues using medical terminology in 	Case studies

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Practical Duration (hh:mm) 20:00 Corresponding NOS Code HSS/N 9615	<ul style="list-style-type: none"> communication • Learn basic reading and writing skills • Learn sentence formation • Learn grammar and composition • Learn how to enhance vocabulary • Learn goal setting, team building, team work, time management, thinking and reasoning & communicating with others • Learn problem solving • Understand need for customer service and service excellence in medical service • Learn objection handling • Learn telephone and e-mail etiquettes • Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Learn identification of rapidly changing situations and adapt accordingly • Learn decision making ability • Learn planning and organization of work 	
	Total Duration Theory Duration (hh:mm) 155: 00 Practical Duration (hh:mm) 145: 00	<p>Class Room equipped with following arrangements: Model of Healthcare organizations with different departments, Nursing Manikin, registration desk. Counter/phone/computer/internet facility, Mock HIS software, admission counter with desk provided for keeping documents, billing counter, TPA desk, stapler, sample admission form/ requisite form/ visitor pass, intercom, telephone directory, sign boards, fire extinguisher, uniform, newspaper/magazine/hospital journal stand, Hospital front office stationery, hospital map, hospital manual, crash cart, defibrillator, first aid box.</p> <ul style="list-style-type: none"> • Interactive lectures & Discussion • Brain Storming • Charts & Models • Activity • Video presentation <p>Skill lab equipped with following arrangements:</p> <ul style="list-style-type: none"> • Unique equipment as enlisted at the last • Practical Demonstration of various functions • Case study • Role play 	

- Grand Total Course Duration 500:00 Hours (155:00 Hours duration for Class Room, 145:00 Hours Skill Lab Training & 200 Hours of mandatory OJT)
- 200 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: “Patient Relations Associate” mapped to Qualification Pack: “HSS/Q 6102, 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/Q 6102”.
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	<ul style="list-style-type: none"> • NSQF Level 5 certified Patient Relations Associate with 5 years of experience • Medical/Nursing Graduate with additional qualification in Hospital or Healthcare management with 2 years of working experience in healthcare management • MHA/MBA in Healthcare Management with 3 years of working experience in healthcare management
4a	Domain Certification	Certified for Job Role: “Patient Relations Associate” mapped to QP: “HSS/Q 6102”, 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/Q0102” with scoring of minimum 80%
5	Experience	<ul style="list-style-type: none"> • NSQF Level 5 certified Patient Relations Associate with 5 years of experience or • Medical/Nursing Graduate with 2 years of working experience in healthcare management or • MHA/MBA with 3 years of working experience in healthcare management

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Patient Relations Associate
Qualification Pack	HSS/Q6102
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.	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4.	Individual assessment agencies will create unique question papers for theory part for each candidate at examination/ training centre (as per assessment criteria below)
4.	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion
5.	To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment
6.	In case of <i>unsuccessful completion</i> , the trainee may seek reassessment on the Qualification Pack

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
1. HSS/N6104: Assess patient requirement and act accordingly	PC1. Meet and welcome visitors or patients	20	200	5	0	5
	PC2. Interview patients or their representatives to identify service requirements relating to care as per routine or emergency care, in-patient, out-patient, future patient, patients on follow-up, etc. and act as per needs to attain patient satisfaction			10	5	5
	PC3. identify and address the needs of visitors			10	5	5
	PC4. listen carefully to patient queries and dealing with them as per organizational procedure			15	10	5
	PC5. Keep calm, empathize with patient, keep patient informed to arrive at a mutually acceptable solution			5	2	3
	PC6. Follow up with patient and/or with staff till query is resolved			5	2	3
	PC7. Spot patient service problems by sense and service accordingly			5	2	3

PC8. Recognize basic requirement of patient related issues		5	2	3
PC9. Enquire patients if they are facing any problems and escalate to relevant authority		5	2	3
PC10. Recognize repeated problems and alert the appropriate authority		5	2	3
PC11. Share patient feedback with others to identify potential problems		5	2	3
PC12. Identify problems with systems and procedures before they begin to affect patients		5	2	3
PC13. Acknowledge the complaint, apologize for inconvenience and take prompt attention to diffuse situation		5	2	3
PC14. Identify and investigate the complaints from healthcare team for whom patient has raised the complaint		5	2	3
PC15. Identify the options for resolving a patient service problem		5	2	3
PC16. Work with others to identify and confirm the options to resolve a patient service problem		5	2	3
PC17. Consult other team members and relevant authority to arrive at best option to resolve the patient service problem		5	2	3
PC18. Resolve the issue with other options, if the chosen option fails.		10	5	5
PC19. Discuss and agree the options for and take action to implement the option agreed with your patient		20	10	10
PC20. Work with others and your patient to make sure that any promises related to solving the problem are kept		5	3	2
PC21. Keep the patient fully informed about the measures being taken to resolve the problem		10	5	5
PC22. Check with the patient to make sure the problem has been resolved to their satisfaction as much as possible		5	2	3

	PC23. Give clear reasons to the patient when the problem has not been resolved to their satisfaction			10	5	5
	PC24. Be well acquainted with policies of the organization			5	3	2
	PC25. Identify availability of beds and available services to assist patient accordingly			10	5	5
	PC26. Provide personal assistance, medical attention, emotional support, or other personal care to others such as co-workers, customers, or patients			10	5	5
	PC27. Monitor and review information from materials, events, or the environment, to detect or assess problems which could be managed or reported immediately			10	5	5
	Total	20	200	200	94	106
2. HSS/N 6105: Prepare for patient admission, registration & direct patient to accurate unit as per medical advice	PC1. Check assigned duties as per duty roster& assist while preparing duty roster	20	200	10	5	5
	PC2. Check the appointment and bookings details of the patients along with relevant documentation as per diagnosis			5	2	3
	PC3. Receive and pass on messages and information to appropriate authority			5	2	3
	PC4. Assess requirement of resources viz. type of room, availability and scheduling			10	5	5
	PC5. Inform doctors/surgeons about the time of appointment			5	3	2
	PC6. Identify organizational requirement and protocol for meeting patients			5	2	3
	PC7. Check for any special requests or requirements on arrival			5	2	3
	PC8. Check to ensure that communication with the patient can be made in the language known to the patient or attender			5	2	3
	PC9. Check with doctors and specialists schedule and maintain a daily log			5	2	3
	PC10. Check with out-patients and reconfirm appointments			5	2	3
	PC11. Ensure all forms ready that need to be filled by the patients			5	3	2
	PC12. Collect information and documents from new patient or recheck of repeat patient, the details required for patient			10	5	5

	registration as per organization's standards and government rules					
	PC13. Cross check the identity document details of the patients against original			5	3	2
	PC14. Complete the registration details after interacting with the patient on details including room type, room number, tariff details, health insurance details, and payment method			10	5	5
	PC15. Receive patient signature on completed patient registration document			5	2	3
	PC16. Record the information on all fields in the hospital management system			5	2	3
	PC17. Return the original document immediately after scanning or copying			5	3	2
	PC18. Ensure all mandatory patient details are captured as per regulatory requirement			10	5	5
	PC19. Ensure patient details are recorded appropriately in the hospital system for future reference			5	2	3
	PC20. Guide or escort the patient to the department as per appointment schedule and as per organization's procedures			10	5	5
	PC21. Get the required forms filled by the patient/attenders.			5	2	3
	PC22. Deal fairly, efficiently and promptly with questions and complaints, in line with organization's procedures			5	3	2
	PC23. Respond to any referred emergencies, problems and requirements promptly and in accordance with organization's policies			10	5	5
	PC24. Report any situation which cannot be resolved as per escalation matrix			5	2	3
	PC25. Liaise and communicate with department where appointment has been set up			5	3	2
	PC26. Present a professional image and treat individuals with respect at all times			5	3	2
	PC27. Liaise with the concerned staff regarding check-in and checkout or interdepartmental			5	3	2

	shifts of patients					
	PC28. Assist patients to deal with documentation required for checking-in/out			5	2	3
	PC29. Ensure that the patients get accommodation as per the need and arrangements or a suitable/acceptable alternative with ability to pay required			5	2	3
	PC30. Report non-compliance with standards/procedures to the appropriate persons, where necessary			10	5	5
	PC31. Develop specific goals and plans to prioritize, organize, and accomplish work			10	5	5
	Total	20	200	200	97	103
3.HSS/N 6106: Liaise & coordinate with healthcare team for effective patient management	PC1. Liaise with respective healthcare facility on duty to assist the patient during transfers from one place to another	20	200	20	10	10
	PC2. Ensure that the healthcare facility is taking care of patient's condition while transferring the patient and able to identify any emergency condition and accordingly raise alarm if required			30	10	20
	PC3. Assess Patient's size and healthcare assistant ability to assist			20	10	10
	PC4. Ensure patient's privacy & confidentiality during the transfer			10	5	5
	PC5. Establish patients needs and requests quickly and sensitively			10	5	5
	PC6. Confirm at the time of handling over & taking over of the patient at the respective department & ensure that the documentation are in line with the rules and legislations of organization's procedures			20	10	10
	PC7. Ask the patient of any specific requirement in line with organization's procedures			10	5	5
	PC8. Apologize for any delay or inconvenience			10	5	5
	PC9. Encourage and build mutual trust, respect, and cooperation among team members			20	10	10
	PC10. Resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances and conflicts etc			20	10	10

	PC11. Monitor and supervise coordinators if any reporting happens for resolving			30	10	20
	Total	20	200	200	90	110
4.HSS/N 6107: Assist & coordinate during patient discharge & referral & TPA services	PC1. Assist in proper transfer of patients with patient centred & safety approach	10	200	5	2	3
	PC2. Get the required forms filled by the patients/attenders			5	3	2
	PC3. Deal fairly, efficiently and promptly with questions and complaints, in line with organization's procedures			5	2	3
	PC4. Respond to any referred patient emergencies, problems and requirements promptly and in accordance with company policies			10	5	5
	PC5. Report any situation which cannot be resolved as per escalation matrix			10	5	5
	PC6. Liaise and communicate with department where diagnostics were carried out			10	5	5
	PC7. Record any reported non-compliance with agreed standards of transfer service are accurately and promptly point out to the agencies			10	5	5
	PC8. Present a professional image and treat individuals with respect at all times			5	2	3
	PC9. Liaise with the concerned staff regarding checkout			10	5	5
	PC10. Assist patients to deal with documentation required for checking out			10	5	5
	PC11. Ensure that the patients medication and diagnostic procedure bills etc are provided to the patient/attendant			10	5	5
	PC12. Maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and patient safety			5	3	2
	PC13. Ensure complete and accurate registration, including patient demographic and current insurance information			10	5	5
	PC14. Assemble information concerning patient's clinical background and referral need			10	5	5
	PC15. Contact review organizations and insurance companies to ensure prior approval requirements are met.			10	5	5

	PC16. Review details and expectations about the referral with patients			10	5	5
	PC17. Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance)			10	5	5
	PC18. Be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns.			10	5	5
	PC19. Assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely manner			10	5	5
	PC20. Ensure that referrals are addressed in a timely manner			5	2	3
	PC21. Enquire patients regarding availing of medical insurance			10	5	5
	PC22. Guide the patient to the correct TPA department			10	5	5
	PC23. Connect with TPA department and informing about the patient's needs			10	6	4
	Total	10	200	200	100	100
5.HSS/N6108: Facilitate billing and processing cash/ credit transactions	PC1. Identify the services being rendered to the client through appropriate channel	10	200	20	10	10
	PC2. Assess accurateness of the invoice generated through various means			30	10	20
	PC3. Record payments from patients accurately as per organizational SOP's			20	10	10
	PC4. Record clearly and accurately the reasons if payments are overdue			20	10	10
	PC5. Identify problems accurately and sort them out promptly as per SOP's			20	10	10
	PC6. Facilitate for storage of payments securely a per organizational SOP's			20	10	10
	PC7. Check that charges, credits made to patient accounts are correct			30	10	20
	PC8. Coordinate for Identifying and sorting out problems with patient accounts			20	10	10

	PC9. Escalate to concerned authority timely about problems with patient accounts which are beyond the limits of competency & authority			20	10	10
	Total	10	200	200	90	110
6. HSS/N9615 Maintain Interpersonal relationship with colleagues, patients and others	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	50	5	2	3
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual			3	1	2
	PC3. Confirm that the needs of the individual have been met			2	0	2
	PC4. Respond to queries and information needs of all individuals			2	1	1
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality			2	1	1
	PC6. Respect the individual's need for privacy			5	2	3
	PC7. Maintain any records required at the end of the interaction			2	1	1
	PC8. Integrate one's work with other people's work effectively			2	1	1
	PC9. Utilize time effectively and pass on essential information to other people on timely basis			5	2	3
	PC10. Work in a way that shows respect for other people			2	1	1
	PC11. Carry out any commitments made to other people			2	1	1
	PC12. Reason out the failure to fulfill commitment			2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems			2	1	1
	PC14. Clearly establish, agree, and record the work requirements			2	1	1
	PC15. Ensure his/her work meets the agreed requirements			2	1	1
	PC16. Treat confidential information correctly			5	2	3
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role			5	2	3
TOTAL	5	50	50	21	29	

7. HSS/N9616 Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	5	50	5	2	3
	PC2. Work within organizational systems and requirements as appropriate to one's role			5	2	3
	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority			10	5	5
	PC4. Maintain competence within one's role and field of practice			5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem			5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice			5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times			5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice			5	2	3
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements			5	2	3
	TOTAL	5	50	50	21	29
8. HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	50	2	1	1
	PC2. Comply with health, safety and security procedures for the workplace			2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety			2	1	1
	PC4. Identify potential hazards and breaches of safe work practices			5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations			5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority			4	2	2
	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable			5	2	3
	PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently			5	2	3

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

visibly soiled					
PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work			2	1	1
PC11. Confine records, materials and medicaments to a well-designated clean zone			2	1	1
PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone			2	1	1
PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols			2	1	1
PC14. Replace surface covers where applicable			3	1	2
PC15. Maintain and store cleaning equipment			2	1	1
PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures			2	1	1
PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination			2	1	1
PC18. Cover cuts and abrasions with water-proof dressings and change as necessary			2	1	1
PC19. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact			2	1	1
PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection			2	1	1
Total	50	5	50	23	27
Grand Total	Theory	Practical	Total		
	100	1200	1300		