Model Curriculum

Medical Records Assistant

SECTOR:	**HEALTHCARE**
SUB-SECTOR:	**ALLIED HEALTH & PARAMEDICS**
OCCUPATION:	**NON-DIRECT CARE**
REF ID:	**HSS/Q5501, VERSION 2.0**
NSQF LEVEL:	**4**

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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 Assistant' QP No. 'HSS/Q5501 , v2.0 NSQF Level 4'

Date of Issuance: December 16th, 2019

Valid up to: December 16th, 2024

Authorised Signatory
(Healthcare Sector Skill Council)

Valid up to the next review date of the Qualification Pack

Medical Records Assistant

CURRICULUM / SYLLABUS

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

Program Name	Medical Records Assistant		
Qualification Pack Name & Reference ID.	HSS/Q5501, version 2.0		
Version No.	1.0	Version Update Date	16/12/2019
Pre-requisites to Training	Class XII in Science		
Training Outcomes	**After completing this programme, participants will be able to:** • Ensure that the security and confidentialiy of medical records is maintained. • Review records for completeness, accuracy, and compliance with regulations. • Discuss the process of identification, compile, abstract, and code patient data, using standard classification systems. • Plan, develop, maintain, or operate a variety of health record indexes or storage and retrieval systems to collect, classify, store, or analyze information. • Discuss the process how to repare statistical reports, narrative reports, or graphic presentations of information for use by hospital staff, researchers, or other users. • Assisting in managing the department or supervising clerical workers, or controlling activities of personnel in the medical records department. • Explainprofessional behavior, personal attributes and interpersonal relationships with others.		

This course encompasses 8 out of 8 National Occupational Standards (NOS) of "Medical Records Assistant" Qualification Pack issued by "Healthcare Sector Skill Council".

S.No	Module	Key Learning Outcomes	Equipment Required
1	**Introduction to healthcare delivery system & different hospital departments** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N5501	• Discuss in brief the healthcare delivery system. • Discuss about the various services offered to patients in a hospital setting. • Explain various departments and their functions in the hospital. • Explain the standard hierarchy of healthcare professionals in a healthcare facility. • Differentiate between the IPD and the OPD • Explain the types of records that are maintained by various departments.	
2.	**Role of the medical record assistant** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** Bridge Module	• Discuss the role and responsibilities of Medical Records Assistant (MRA) in a healthcare setting. • Explain the importance of maintaining the security and confidentiality of medical records. • Explain the points to ensure the completeness and accuracy of the medical records. • Explain the retrieval process of the medical records for physicians, technicians, or other medical personnel. • Desribe the steps to Discuss the process how to repare the transcripts of medical reports. • Discuss the codes and diagnoses with conflicting, missing, or unclear information with the doctors or others, or by participating in the coding team's regular meetings. • Discuss the process of recording the data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment in the Hospital Information Management System (HIMS). • Discuss the process of identification of patient data using the standard classification systems. • Describe the process of compiling the abstract and code the patient data using the standard classification systems. • Discuss the process how to prepare the statistical and narrative reports, and	

S.No	Module	Key Learning Outcomes	Equipment Required
		• infographics for use by the hospital staff, researchers, or other users. • Describe how to collect the medical care and census data for statistical reports on diseases treated, surgery performed, or the use of hospital beds. • Explain the purpose of disease registries, birth and death registries • Describe the process how to update the disease registries and clinical database. • Discuss the importance of collecting, maintaining, storing, retrieval of medical records to the hospital staff and public.	
3.	**Structure and function of human body** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N5502	• Explain the organisation of body cells, tissues, organs, organ systems, membranes and glands in the human body. • Describe cell and various types of tissues. • Describe different types of organ systems. • Discuss the process of identification of different types of body fluids, secretions and excretions. • Discuss the process of identification of different parts of the body using charts and models. • Explain the structure and functioning of human body systems using charts and models. • Discuss various working models depicting functioning of human body systems.	3D models of human body and accessory organs, model human skeletal system, organ specimen.
4.	**Introduction to medical records** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 00:00 **Corresponding NOS Code** HSS/N5501	• Define medical health records. • Differeniate between the terms medical record, health record, and medical chart. • Discuss the process of identification of various types of software available for the effective management of medical records. • Discuss the process of identification of various types of health and medical records. • Explainthe process of maintaining medical records in both paper and electronic forms. • Discuss the process of documentation in the Health Information Management System (HIMS) as per organizational policies and procedures.	Sample copies of various medical records available in the hospital
5.	**Basic sensitization to laboratory tests & diagnostic procedures**	• Enumerate the common laboratory tests and diagnostic procedures done in the hospitals. • Enumerate various medical codes being used in the organization.	Charts and e-modules of various lab and diagnostic procedures

S.No	Module	Key Learning Outcomes	Equipment Required
	Theory Duration (hh:mm) 15:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N5501	• Discuss the process of entering the test records in the system. • Discuss the process of analyzing the test results for statistical analysis. • Discuss the process of retrieval of test records when required for different surveys and reporting. • Discuss how to maintain the confidentiality of diagnostic and clinical records.	
6.	**Medical terminology** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N5501	• Discuss the importance of various health records. • Describe common medical abbreviations, jargons, and terms and terminologies. • Discuss the applications of various medical abbreviations, jargons, and terms and terminologies. • Explainthe use of various medical abbreviations, jargons, and terms and terminologies in different situations.	Charts with common termilogy
7.	**Medical records receiving & review** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N5501	• Explain the steps of collections of discharge notes/ discharge file from the concerned authority. • List the steps ofrepare the patient's health information by cross-verifying with the concerned authority. • Discuss the process how to repare a sample checklist of documents required to ensure completeness of documentation process. • Discuss the process of examining the patient's initial medical charts for completion. • Describe the process of procuring information from the concerned person if the records are found to be incomplete. • Discuss the process of confirming that all related forms are properly identified and authenticated by competent authority. • Discuss the process of reviewing the inpatient admission sheet, discharge summary, physician progress notes, consultation notes, operation and procedural notes, etc. • Describe the process of application of appropriate tools/software to review the documents recieved.	Sample medical records, discharge summary, scan machine, Bar Coder

S.No	Module	Key Learning Outcomes	Equipment Required
8.	**Softwares for medical records management** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** HSS/N5502	• Explain various softwares which are available for medical records management. • Discuss the process of identification of the appropriate medical record management softwares meeting the organizational needs. • Explainthe medical record tools/software as per the latest technology. • Decribe the process of verification of license of the tools to check for any e-hazards. • Discuss the process of preparation the back-up data periodically. • Describe the proper usage of the tools as per the developer's guidelines. • Explain the process of troubleshooting the common errors as per the standard operating procedures. • Describe the process of reporting the issues regarding the medical records software to the concerned authority.	HIMS software
9.	**Retention, preservation and destruction of medical records** **Theory Duration** (hh:mm) 25:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** HSS/N5509	• Discuss the process of reviewing all the medical records for completion. • Discuss the process of recording the diagnostic and clinical results in the report carefully. • Explain the steps to retain the medical records as per the organization protocol that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists. • List the steps to organize old documents for storing purpose. • Explain how to store the medical records including the old records. • Describe the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant. • Discuss the process of taking written consent of the authorized person before releasing any patient related information under supervision. • Discuss the process for destroying any old medical record with the required approval. • Explain the process of maintaining the record files for required duration as per statutory requirements and guidelines.	Electronic Motorized Compactor, shredders
10.	**Confidentiality, consent, reporting &**	• Explain the process of maintaining the confidentiality of the medical records.	Record file cabinet, Mobile trolley, Sample

S.No	Module	Key Learning Outcomes	Equipment Required
	documentation **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N5509	• Discuss the process of procuring medical records from the department by the authorised persons. • Discuss the importance of consents in medical record department. • Explain the process of obtaining written consent from the persons requesting the file/s other than patient appointment. • Explain how disclosure of information contained in the medical records is a breach of confidentiality. • Discuss the likely implications of disclosure of information to unauthorized person • Explain the process of reporting in the event of misplaced document or disclosure of confidential information to the senior staff. • Explain the process of recording patient information in the HIMS.	Pass to Register to issue documents, OPD folder, OPD Clinic , Records forms, OPD New Registration forms, Paper Clips Triangular 30mm, Sample Softwares of Medical Records Data Management, Sample forms and formats
11.	**Medical record room operations & management** **Theory Duration** (hh:mm) 35:00 **Practical Duration** (hh:mm) 20:00 **Corresponding NOS Code** HSS/N5509	• Describe the fundamental functions of the medical records room. • Describe various filing and retrieval procedures in the medical records room. • Explain various physical infrastructure and facilities crucial in a medical records department. • List the various equipment required in the medical records department. • Describe the process of maintaining the records properly in shelves in numeric order to facilitate easy retrieval when required. • Explain special care to be taken to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust.	Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, OPD folder, OPD Clinic Records forms, OPD New Registration forms, Paper Clips Triangular 30 mm, Sample Softwares of Medical Records Data Management, Sample forms and formats
12.	**Medical Coding: International Classification of Disease (ICD) and International Classification of Functioning, Disability and Health (ICF)** **Theory Duration**	• Explain the concept of International Classification of Diseases (ICD). • Discuss the various medical diseases, terminologies and abbreviations. • Describe the purpose and uses of the ICD classification. • Describe how to between the two types of medical coding system i.e. ICD International Classification of Diseases) and ICF (International Classification of	Charts on ICD code

S.No	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 25:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** HSS/N5502	Functioning, Disability and Health). • Enumerate the various ICD and ICF codes available. • Explain the ICD and ICF codes in detail. • Explain how to refer to the manuals and guidelines for using coding, whenever required. • Describe the process of referring, allotting and discarding medical codes. • Explain how to find the main term in the alphabetic index. • Describe the process of referring to the notes, modifiers, and sub terms under the main term. • Explain the process of Discuss the process of identificationing the terms, symbols, etc. which may further qualify the code. • Explain the process of Discuss the process of identificationing the uncoded medical records • Describe the process of assigning the code accurately number thus obtained. • Discuss the process of identification of discrepancies in information and seek clarification from the doctor regarding the diagnosis before applying the code. • Determine that the discharged inpatient medical records are coded daily against the discharge census.	
13.	**Introduction to statistics** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N5508	• Explain the concept of statistics biostatistics, and medical statistics. • Describe the importance of statistics in healthcare. • Describe the application of basic terminologies related to biostatistics during the analysis of various medical records. • Describe various graphical presentations, tabulations and other representations using the knowledge of bio-statistics. • Describe the various indicators for different departments and hospital. • Discuss the importance of creating statistical data points in the hospital.	case studies
14.	**Database management, statistical analysis &**	• Explain the various database management measures.	HIMS softwares

S.No	Module	Key Learning Outcomes	Equipment Required
	interpretation **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N5508	• Discuss the process of updating information in the medical records. • Discuss the process of maintaining the record of inpatient and out-petient department (OPD) regularly. • Discuss the process of maintaining the disease records. • Discuss the process of maintaining the weekly, monthly and yearly statistics. • Explain the process of recording the statistical analysis appropriately.	
15.	**Statutory compliance** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N5508	• Explain birth and death rate. • Differentiate between incidence and prevalence. • Describe the process of recording data for birth and death rate. • Explainmaintenance of data for birth and death rate. • Record the data for communicable diseases/ endemic diseases. • Explainmaintenance of data for communicable diseases/ endemic diseases. • Explain the steps to update medical record data to government bodies for preparing census as per the regulations and policies, as and when recommended. • Describe the strategy of compiling various hospital procedures including surgeries, transplant, etc. • Describe the process of updating relevant records such as surgeries, transplant etc. • Describe the process of updating statistics depending on the information gathered for each case. • Explain the process of organizing the record of medico legal cases following organization's protocols.	Registers/ softwares for record keeping
16.	**Sensitization on current best practices in Medical record & Health Information Management System (HIMS)** **Theory Duration** (hh:mm) 25:00	• Explain the Health Information Management System (HIMS). • Explain the previously existing HIMS in the Healthcare department. • Describe the current global best practices of HIMS. • Discuss the significance of adoption of best practices in the hospital.	Updated HIMS

S.No	Module	Key Learning Outcomes	Equipment Required
	Practical Duration (hh:mm) 15:00 **Corresponding NOS Code** HSS/N5502		
17	**Maintain professional and medico-legal conduct** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N9616	• Describe the Standard Operating Procedures related to medico- legal conduct. • Discuss the best practices of code of conduct. • Explain the importance of carrying out one's duties and responsibilities and effects of non-compliance. • Explain the importance of maintaining professional relationships with other departments. • Describe Standard Operating Procedures to reduce risks associated with quality and safety measures.	
18.	**Bio Medical Waste Management** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N9618	• Explain the importance of proper and safe disposal of bio-medical waste and treatment . • Explain the categories of bio-medical waste. • Discuss about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. • Explain standards for bio-medical waste disposal. • Discuss means of bio-medical waste treatment.	Different colour bins, hospital protocols for colour coding bins
19.	**Infection control policies and procedures** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm)	• Describe the importance of infection control and prevention and guiding others about it in accordance with healthcare team. • Discuss the process of identification of factors which influence the outcome of an exposure to infection. • List strategies for preventing transmission of pathogenic organisms. • Explain the steps of spill management. • Explain hand hygiene and infection control	Current guidelines on hand washing and hand rub techniques, Spill kit, PPE such as gown, gloves, head cap

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	20:00 **Corresponding NOS Code** HSS/N9618	• practices. • Enumerate various nosocomial infections. • Explain the importance of incident reporting. • Develop techniques of self-grooming and maintenance. • Explain the concept of immunisation to reduce the health risks for self and patients. • Explain the concept of healthy living. • Explain the procedures of hand hygiene to prevent cross infection including effective hand washing to include; social and clinical techniques. • Explain the techniques of proper usage of PPE. • Explain the importance of PPE. • Explain various vaccinations against common infectious diseases.	
20.	**Maintain interpersonal relationship with colleagues and others** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N9615	• Describe how to appropriately and timely communicate between inter and intra departments. • Describe how to maintain confidentiality and privacy. • Describe the importance for ensuring fulfilment of commitments. • Explain organization's policies and procedures. • Discuss the importance of effective communication amongst colleagues. • Discuss how to maintain friendly milieu and friendly work environment.	Case studies showing team work and professionalism
21.	**Safety, Emergency Medical response & First Aid** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N9617	• Explain the basics of first aid. • List the precautions to be taken for personal safety. • Discuss how to perform basic life support (BLS) as and when required. • Discuss the process of identification of hospital emergency codes. • Describe how to practice disaster management to deal with institutional emeregencies. • Explain the use of protective devices such as restraints and safety devices.	First aid kits, sample hospital code charts, Smoke Detector and alarm system

S.No	Module	Key Learning Outcomes	Equipment Required
22.	**Maintain a safe, healthy and secure working environment** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N9617	• Discuss how to increase awareness on maintenance of health safety and security. • Discuss how to increase awareness for performing basic first aid in case of emergencies. • Discuss the process of identification potential hazards in the hospital and hospital colour coding system. • Explain the documentation process related to safety and security. • Discuss the process of identification of suspicious package or items. • Discuss the importance of following the policy and rules of the organisation. • Explain the skills of infection control and use of personal protective equipment (PPE).	First aid kit, hospital codes, infection control protocols, Personal Protective Equipment, videos on safety
23.	**Basic Computer Knowledge** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 20:00 **Corresponding NOS Code** HSS/N5502	• Discuss the application of computers • Explain the concepts of computers such as block diagram, input and output devices and storage devices. • Discuss various operating systems and their functions • Discuss the application of latest non-pirated version of software such as Windows and its utilities • Explain various basic operations of Microsoft office 2000 – MS Word, MS Excel, PowerPoint Presentation.	Computer with internet facility and latest MS office
	Total Duration **Theory Duration (hh:mm) 350:00** **Practical Duration (hh:mm) 250:00** **OJT duration 900:00**	**Unique Equipment Required:** 3D models of human body and accessory organs, model human skeletal system, Sample copies of various medical records available in the hospital, charts of various lab and diagnostic procedures, HIMS software, Record file cabinet, sample pass to register to issue documents, organ specimen, OPD folder, OPD Clinic Records forms, OPD New Registration forms, paper Clips Triangular 30 mm, Scan Machine, Sample Software of Medical Records Data Management, Sample forms and formats, Sample medical records, discharge summary, Charts on ICD code, Charts with common termilogy ,e-modules and case studies, Sample Pass to Register to issue documents, OPD folder, Electronic Motorized Compactor , shredders, OPD Clinic Records forms, Bar Coder, OPD New Registration forms, Paper Clips Triangular 30mm, Sample forms and formats, Registers for record keeping, Updated software for Hospital information, Sample case studies, Different colour bins, hospital protocols for colour coding bins, Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, Garbage Bag, Blank Paper Sanitizer, Computer, Printer, Sample Softwares of Medical Records Data Management, Sample forms and formats, Charts on ICD code, Different Colour Plastic Bags With Dustbins (Black), CPR Manikin, Registers	

S.No	Module	Key Learning Outcomes	Equipment Required
		(Attendance), Registers (Records), Smoke Detector and alarm system,current guidelines on hand washing and hand rub techniques, Spill kit, Smoke Detector and alarm system, Personal Protective Equipment (PPE) such as gown, gloves, head cap, Hand sanitizer, liquid soap, wash basin, water supply, paper towel, First aid kits, sample hospital code charts, First aid kit, hospital codes, infection control protocols, , videos on safety, Computer with internet facility and latest MS office **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 Enumerateed **Visit to Healthcare Organization, Medical Record Department of Hospital, treatment plan of bio medical waste**	

- **Grand Total Course Duration: 1500:00 Hours (600 Hours for Class Room & Skill Lab Training + 900 Hours of mandatory OJT/Internship/Clinical or Laboratory Training)**
- **900 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 Assistant" mapped to Qualification Pack: "HSS/Q5501, v2.0"

Sr. No.	Area	Details
1	**Description**	Trainer is responsible for delivering accredited training service, mapped to the curriculum detailed above, in accordance with the Qualification Pack "HSS/Q5501 v2.0".
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**	• Diploma in Pharma or • Medical Graduate or • B.Sc. (Nursing)/ Post Basic Bsc Nursing or • General Nursing and Midwifery (GNM) or • B.Sc. In Medical Records or • Diploma in MRD or • Medical Coders or • Bio Medical Engineer
4a	**Domain Certification**	Certified for Job Role: "Medical Records Assistant" mapped to QP: "HSS/Q5501 v2.0" 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/2601" with scoring of minimum 80%.
5	**Experience**	• Diploma in Pharma with total 5 years of exp, out of which 4 years sector specific exp and 1 year teaching experience or • Medical Graduate with total 2 years of exp, out of which 1 year exp in the medical records department and 1 year teaching experience or • B.Sc. (Nursing)/ Post Basic Bsc Nursing with total 3 years of exp, out of which 2 year sector specific experience and 1 year teaching experience or • General Nursing and Midwifery (GNM) with total 3 years of exp, out of which 2 year sector specific experience and 1 year teaching experience or • B.Sc In Medical Records with total 2 years of exp, out of which 1 year sector specific experience and 1 year teaching experience or • Diploma in MRD with total 4 years of exp, out of which 3 year sector specific experience and 1 year teaching experience or • Medical Coders with total 5 years of exp, out of which 4 year sector specific experience and 1 year teaching experience or • Bio Medical Engineer with total 2 years of exp, out of which 1 year sector

		specific experience and 1 year teaching experience

Assessment Criteria

For the Assessment Criteria, please refer to the QP PDF.