Contents

What are Occupational Standards (OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Medical Records and Health Information Technician

SECTOR: HEALTH

SUB-SECTOR: Allied Health And Paramedics

OCCUPATION: Medical records and health information technician

REFERENCE ID: HSS/ Q 5501

ALIGNED TO: NCO-2004/NIL

Medical Records and Health Information Technician: in the Healthcare Industry is also known as a Medical Records Clerk, Health Information Clerk, Medical Records Technician, File Clerk, Medical Records Coordinator and Medical Records Analyst.

Brief Job Description: Medical Records and Health information Technician compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. They process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system

Personal Attributes: Medical records and health information technician should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications, familiarity with the techniques of maintaining a filing system, accuracy, dependability, meticulous, communicative, a passion for helping people, experience in medical environment and terminology.

Job Details

Qualifications Pack Code	HSS/ Q 5501		
Job Role	Medical Records and Health Information Technician		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Sub-sector	ALLIED HEALTH AND PARAMEDICS	Last reviewed on	22/05/13
Occupation	Medical Record and Health Information Technician	Next review date	22/05/15

Job Role	Medical Records and Health Information Technician
Role Description	Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system
NSQF level	4
Minimum Educational Qualifications	Class XII in Science
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Experience	Not Applicable
Occupational Standards (OS)	**Compulsory:** HSS / N 5501 : Review patient records for completeness HSS / N 5502 : Maintain the disease registries and clinical database HSS / N 5503 : Maintain medical record for statutory compliance HSS / N 5504 : Maintain medical record for statistical database HSS / N 5505 : Store medical records HSS / N 5506 : Maintain confidentiality of medical records HSS / N 5507 : Maintain medical records for medico legal cases

| | HSS/ N 9603: Act within the limits of one's competence and authority |
	HSS/ N 9606: Maintain a safe, healthy, and secure working environment
	HSS/ N 9607: Practice Code of conduct while performing duties
Performance Criteria	Optional : N.A
	As described in the relevant OS units

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Definitions

Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with '**N**'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

Acronyms

Keywords /Terms	Description
HIMS	Hospital information management system
HIV	Human immunodeficiency virus
MHRD	Ministry of human resource development
MLC	Medico legal case
MTP	Medical termination of pregnancy
NOS	National occupational standard(s)
NVEQF	National vocational education qualifications framework
NVQF	National vocational qualifications framework
OPD	Out patient department
OS	Occupational standard(s)
QP	Qualifications pack

National Occupational Standards
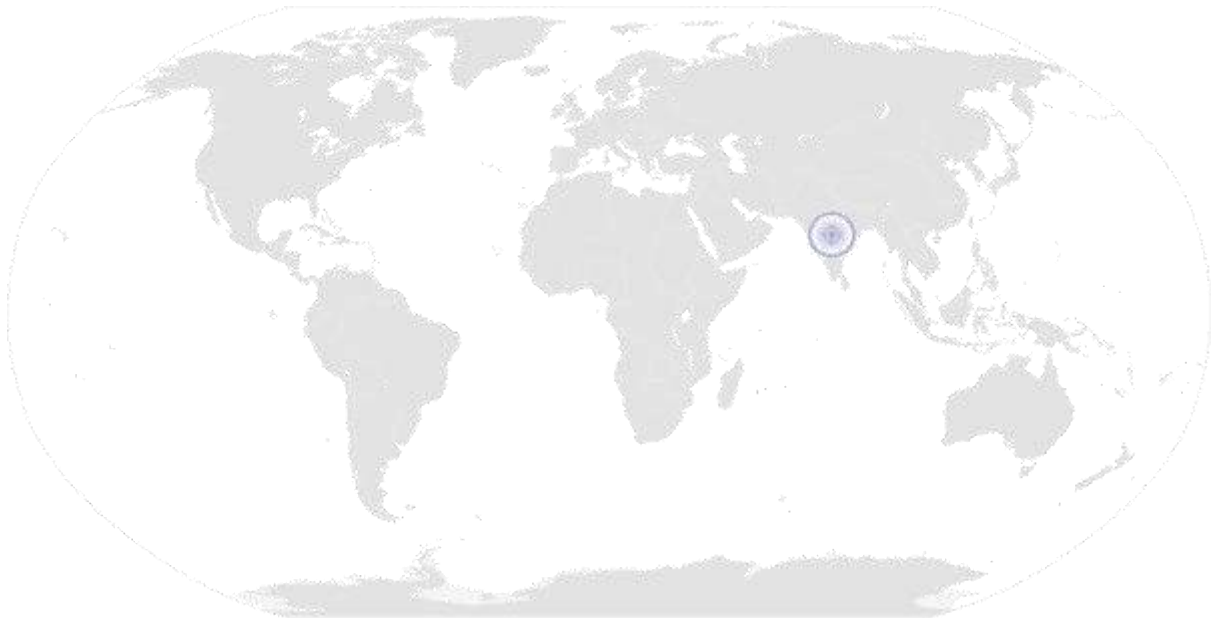
Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Records and Health Information Technician to review patient records for timeliness, completeness, accuracy, and appropriateness of health data.

Unit Code	**HSS/ N 5501**
Unit Title (Task)	**Review patient records for completeness**
Description	This OS unit is about the Medical Records and Health Information Technician reviewing patient records for timeliness, completeness and appropriateness of health data.
Scope	This unit/task covers the following: • Organising and evaluating the record of observations, medical or surgical interventions, and treatment outcomes for completeness and accuracy
Performance Criteria (PC) wrt the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Collect the discharge notes or previous day discharge file from the concerned nurse PC2. Assemble patients' health information PC3. Make sure that patients' initial medical charts are complete PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present 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 PC6. Use computer programs to perform documentation
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the organisation KA4. How to Follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to assemble health information KB2. How to check the related forms for required data KB3. Medical terminology and usages, covering the full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations KB4. Physiology, major anatomical systems, and related disease processes KB5. How to check medical records forms and formats KB6. Correlation of laboratory test results, procedures, and treatments with diagnosis or seek the help of nurse or concerned doctor KB7. Computerised data entry and information processing systems KB8. Data collection methods for basic health care and research information

HSS / N 5501: Review patient records for completeness

	KB9. How to maintain the HIMS(Hospital information management system)

| **Skills (S) (Optional)**	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organise
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it by checking probable locations and contacting individuals likely to have it
	Analytical Thinking

	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

NOS Version Control

NOS Code	HSS/ N 5501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Record and Health Information Technician	Next review date	19/07/15
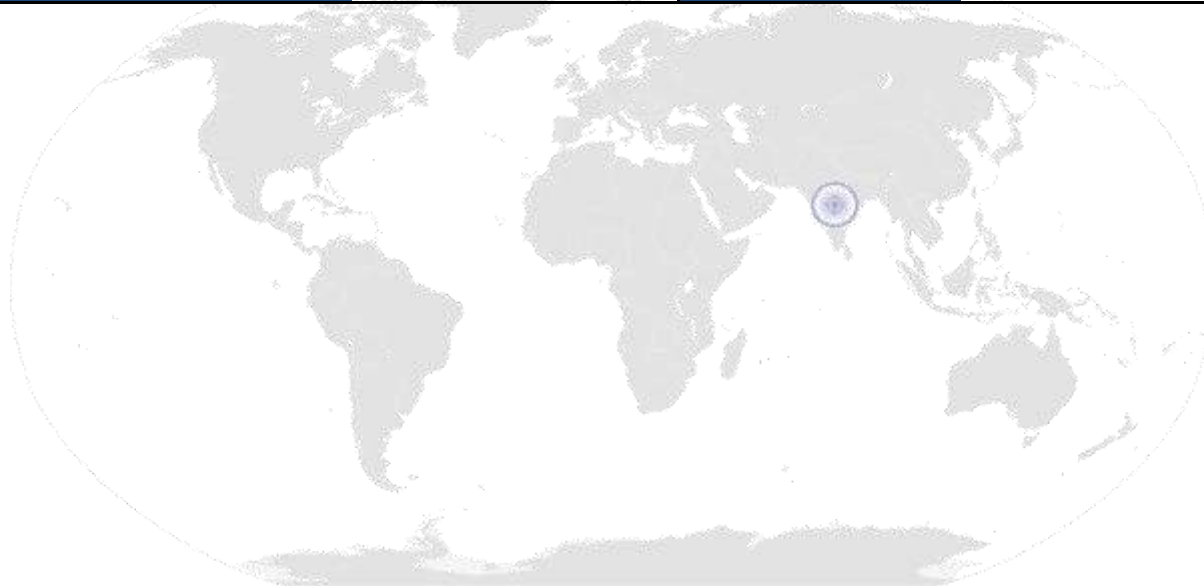
National Occupational Standards
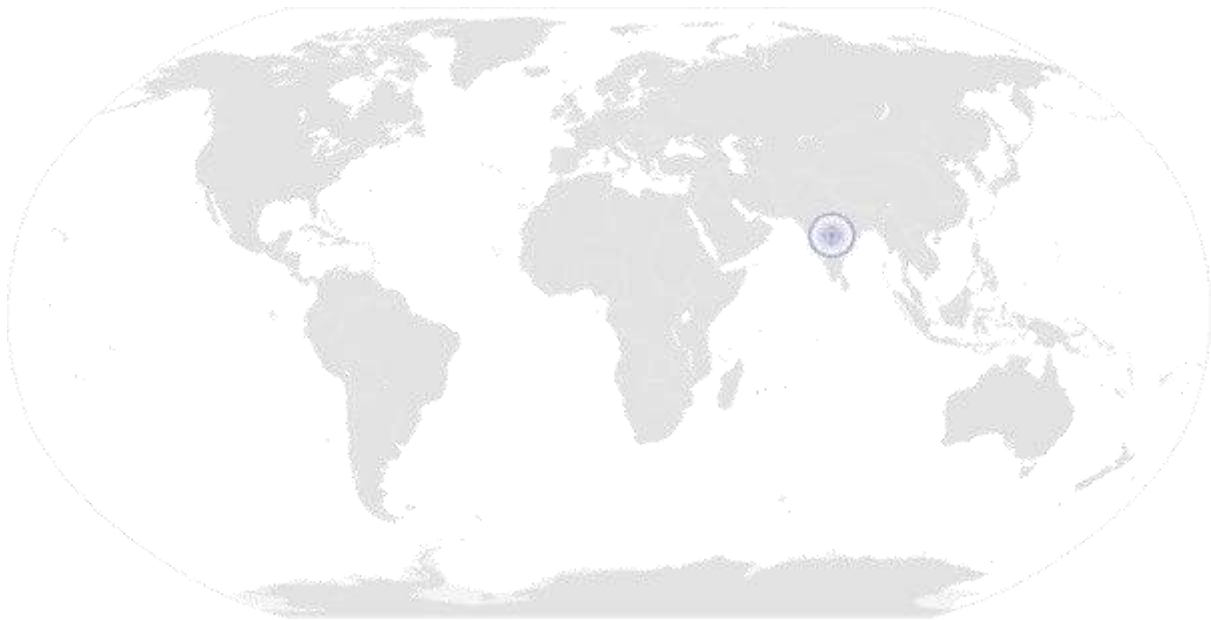
Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Records and Health Information Technician to maintain the disease registries and clinical database

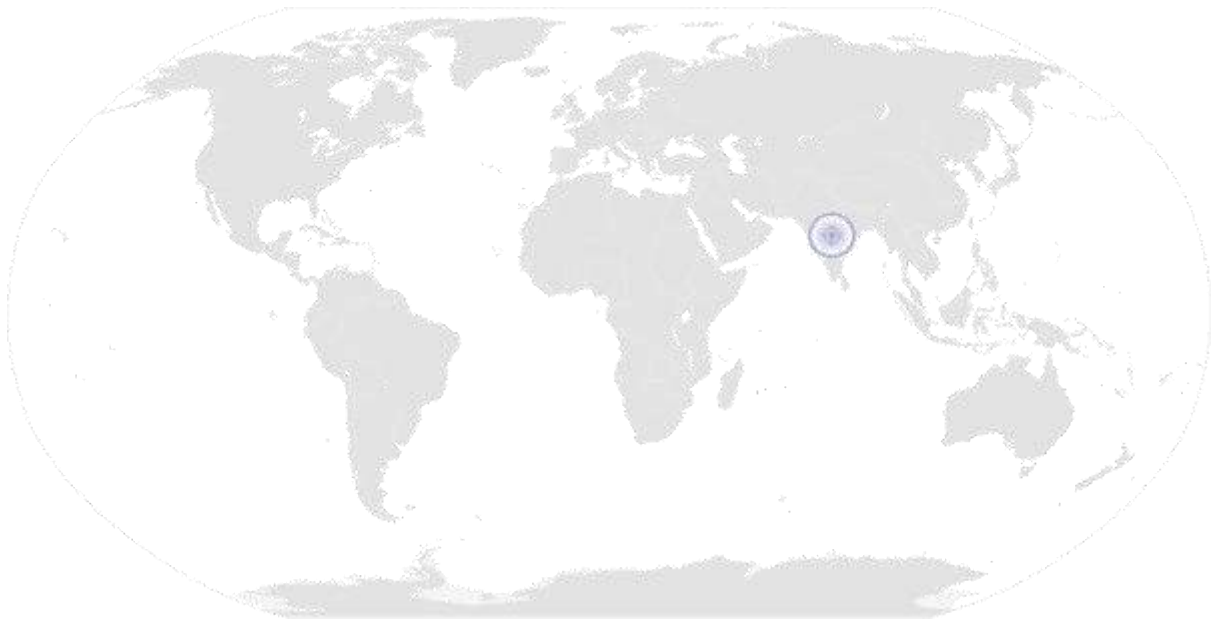**HSS / N 5502: Maintain disease registries and clinical database**

Unit Code	HSS/ N 5502
Unit Title (Task)	Maintain disease registries and clinical database
Description	This OS unit is about the Medical Records and Health Information Technician maintaining the disease registries and clinical database
Scope	This unit/task covers the following: • Correctly and accurately assigning standard disease codes, operation and /or procedure codes to all discharged inpatients records

Performance Criteria (PC) wrt the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must: PC1. Provide the disease code to the medical record of discharged patient PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes PC3. Provide right code to the right disease PC4. Enter the medical records data in computer PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.

Knowledge and Understanding (K)	
A. **Organisational Context** (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The various ICD codes used KB2. The medical terminologies KB3. How to accurately provide correct code to a particular disease KB4. Discharged inpatient medical records should be coded daily and regularly against the discharge census KB5. How to check the records that are not coded KB6. 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 KB7. Reports to ascertain that there are no discrepancies in information. If there are, ask first the doctor for clarification of the diagnosis before putting the code

HSS / N 5502: Maintain disease registries and clinical database

Skills (S) (Optional)		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation	
	Reading Skills	
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel	
	Plan and Organise	
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work	
	Patient Centricity	
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality	
	Problem Solving	
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations	
	Analytical Thinking	

**HSS / N 5502: Maintain disease registries and clinical database**

	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

NOS Version Control

NOS Code	HSS/ N 5502		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Record and Health Information Technician	Next review date	19/07/15

National Occupational Standards

Overview
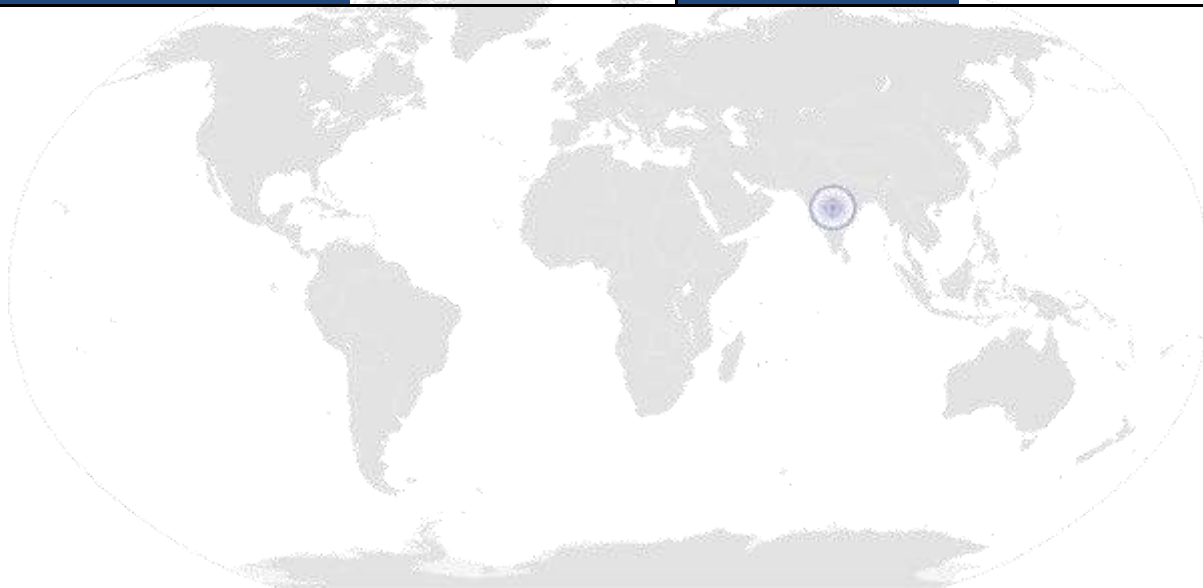
This Occupational Standard describes the knowledge, understanding and skills required of a Medical Records and Health Information Technician to maintain medical record for statutory compliance

National Occupational Standard

Unit Code	HSS/ N 5503
Unit Title (Task)	Maintain medical record for statutory compliance
Description	This OS unit is about the Medical Records and Health Information Technician
Scope	This unit/task covers the following: • Maintaining the medical record for statutory compliance

Performance Criteria (PC) wrt the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Record and maintain data for birth and death rates PC2. Provide the data to Municipal corporations for registration PC3. Record and maintain data for communicable diseases/endemic diseases PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B Technical Knowledge	The user/individual on the job must be able to: KB1. Ensure that the medical record data collected for birth and death is accurate and all demographic and basic details are complete KB2. Provide the birth and death data to municipal corporation /Government bodies for maintaining the census and providing the registries to the concerned person relatives KB3. 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

Skills (S) (Optional)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation

HSS / N 5503: Maintain medical record for statutory compliance

|	
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organise
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds

	appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

NOS Version Control

NOS Code	HSS/ N 5503		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Record and Health Information Technician	Next review date	19/07/15

National Occupational Standards

Overview
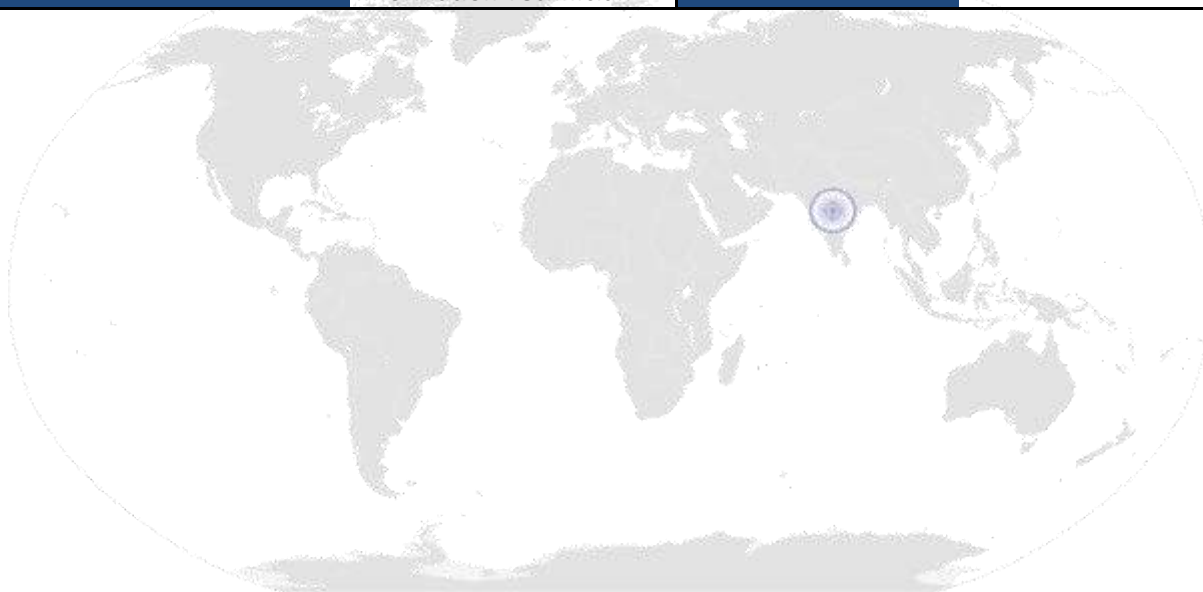
This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to maintain medical record for statistical database.

National Occupational Standard

Unit Code	**HSS/ N 5504**
Unit Title (Task)	**Maintain medical records for statistical database**
Description	This OS unit is about Medical records and health information technician maintaining the medical records for statistical database
Scope	This unit/task covers the following: • Maintaining medical records for statistical database

Performance Criteria (PC) wrt the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must: PC1. Ensure to keep the information in the medical records updated PC2. Maintain the record of inpatient and OPD regularly PC3. Maintain the disease record PC4. Ensure to keep track of surgeries, transplant, etc. PC5. Record the statistics weekly, monthly, yearly PC6. Maintain the statistics depending on the information gathered for each case

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	
	KB1. 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
	KB2. About the medical terminologies used
	KB3. How to record the data appropriately
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Write medical reports clearly and concisely and in a proper format
	SA2. Use effective written communication protocols
	SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to:
	SA4. Understand written sentences and paragraphs in work related documents
	SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude
	SA7. Seek out and listen to colleagues and other health professionals
	SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand:
	SB1. How to arrange the file management area for easy access and efficiency
	SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies
	SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organise
	The user/individual on the job needs to know and understand how to :
	SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	The user/individual on the job needs to know and understand:
	SB5. How to maintain patient confidentiality
	Problem Solving

HSS/ N 5504: Maintain medical records for statistical database

	The user/individual on the job needs to:
	SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
	SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

NOS Version Control

NOS Code	HSS/ N 5504		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Record and Health Information Technician	Next review date	19/07/15
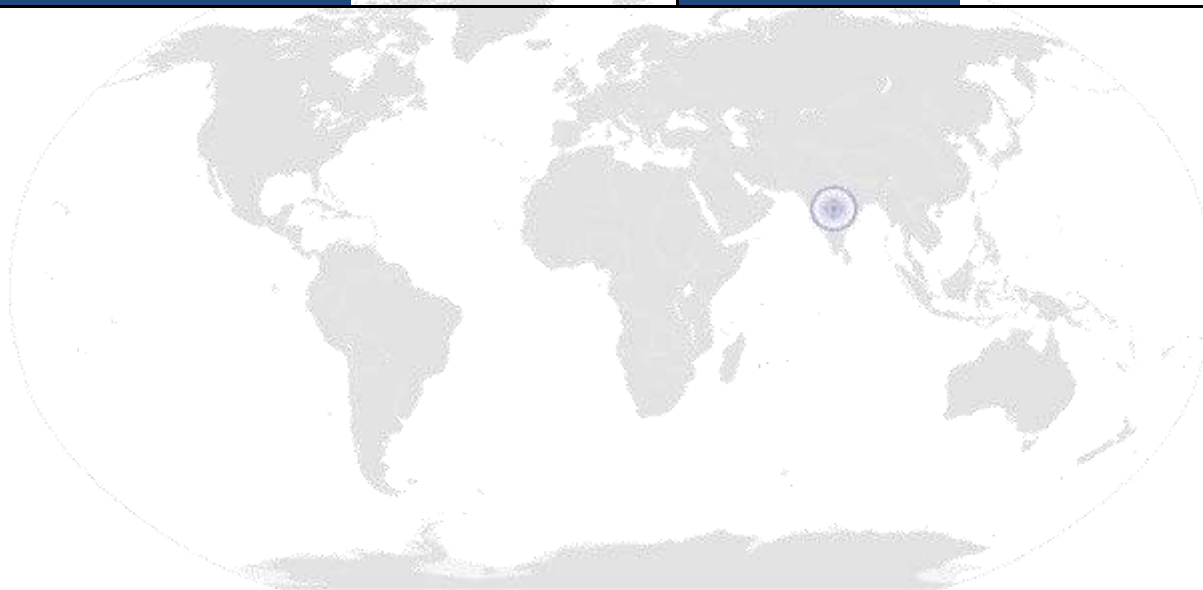
National Occupational Standards
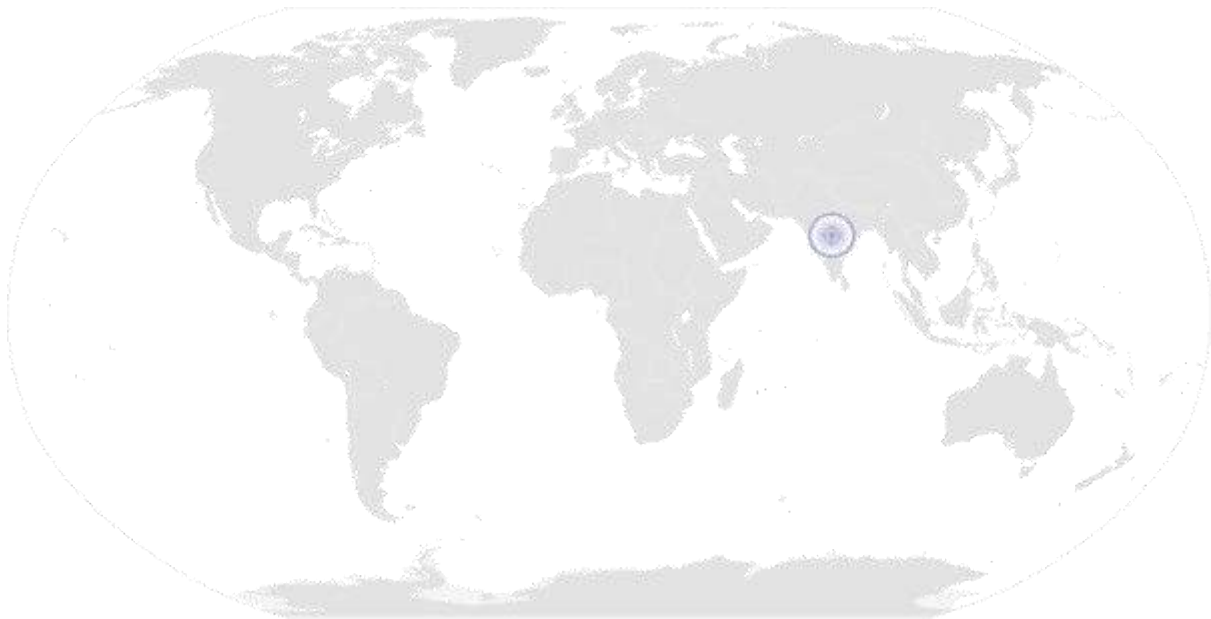
Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to store and retain the medical records.

National Occupational Standard

Unit Code	**HSS/ N 5505**
Unit Title (Task)	**Store medical records**
Description	This OS unit is about Medical records and health information technician storing and retaining the medical records for future reference
Scope	This unit/task covers the following: • Storage and retention of medical records for future reference

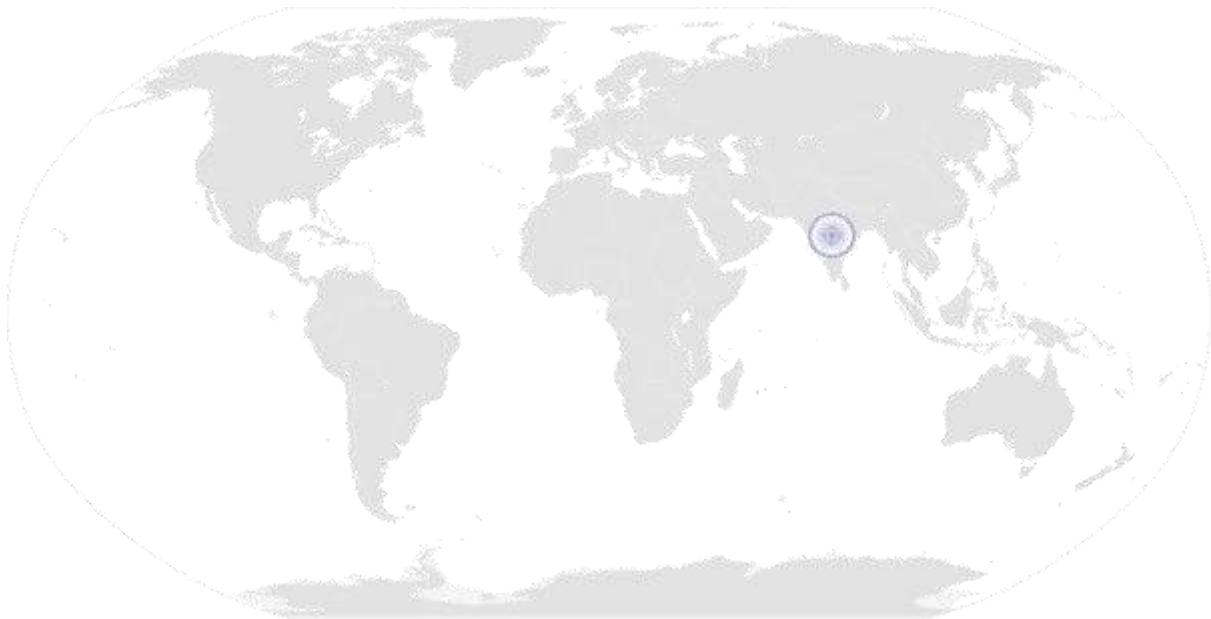| **Performance Criteria (PC) wrt the Scope**	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must: PC1. Retain and store the medical records as per the organisation protocol and review them for completion PC2. Know how to store the medical records PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists PC4. Enter the laboratory results in the report carefully PC5. Know how to maintain and store the old records PC6. Take approval prior to destroying any old medical record

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B Technical Knowledge	The user/individual on the job needs to: KB1. Use correct code KB2. Ensure that all data is present if not then ask the concerned person KB3. Check that all laboratory results are same as those in laboratory reports and no information is missing KB4. Regularly update the reports KB5. Know the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant KB6. Arrange records properly in shelves in numeric order to facilitate easy retrieval when required KB7. 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
Skills (S) (Optional)	

HSS / N 5505: Store medical records

A.	Core Skills/ Generic Skills	**Writing Skills**	
		The user/ individual on the job needs to know and understand how to:	
		SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation	
		Reading Skills	
		The user/individual on the job needs to:	
		SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse	
		Oral Communication (Listening and Speaking skills)	
		The user/individual on the job needs to know and understand how to:	
		SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete	
B.	Professional Skills	**Decision Making**	
		The user/individual on the job needs to know and understand:	
		SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel	
		Plan and Organise	
		The user/individual on the job needs to know and understand how to :	
		SB4. Develop specific goals and plans to prioritise, organise, and accomplish work	
		Patient Centricity	
		The user/individual on the job needs to know and understand:	
		SB5. How to maintain patient confidentiality	
		Problem Solving	
		The user/individual on the job needs to:	
		SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations	
		Analytical Thinking	

HSS / N 5505: Store medical records

	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
	SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

NOS Version Control

NOS Code	HSS/ N 5505		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Record and Health Information Technician	Next review date	19/07/15
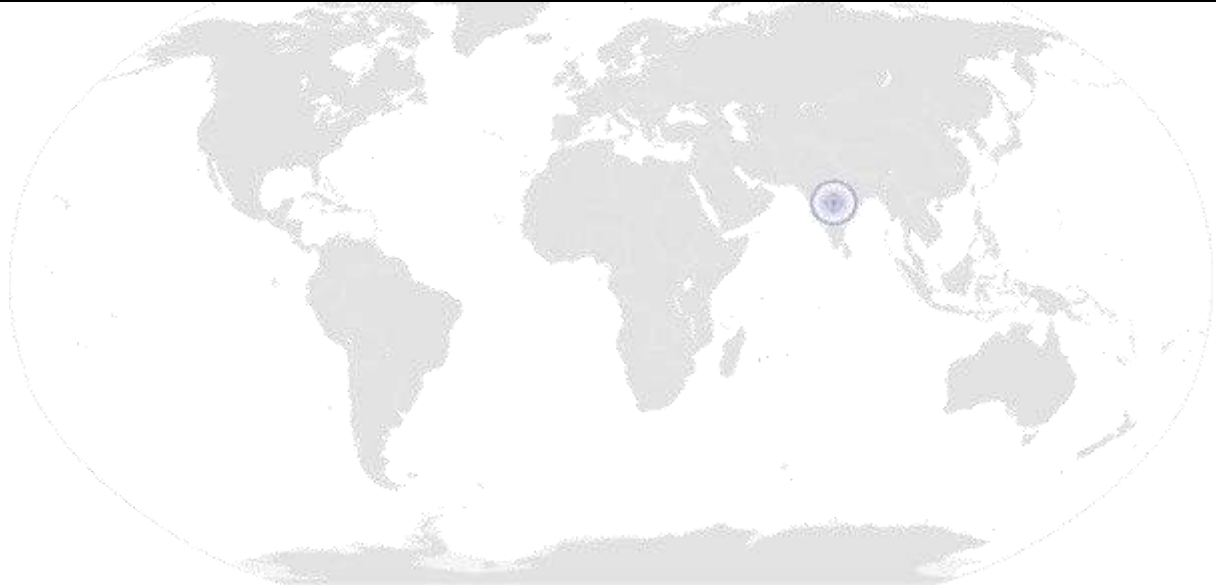
National Occupational Standards
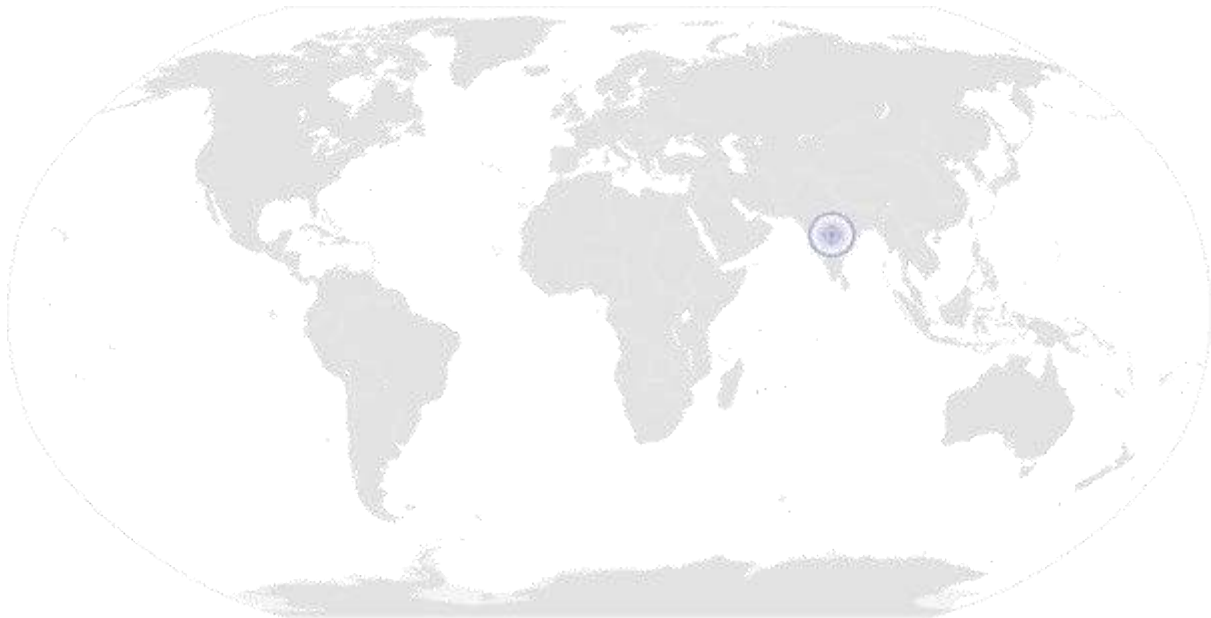
Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to maintain confidentiality of medical records.

National Occupational Standard

Unit Code	HSS/ N 5506
Unit Title (Task)	Maintain confidentiality of medical records
Description	This OS unit is about the Medical records and health information technician maintaining confidentiality of medical records
Scope	This unit/task covers the following: • Maintaining confidentiality of medical records

Performance Criteria (PC) wrt the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must know: PC1. How to maintain the confidentiality of the medical records PC2. That patient information should not be disclosed to any unauthorised person PC3. The process and written consent of authorized person before releasing any information related to patient records PC4. Medical Records in the department are kept secured and in strict confidentiality

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Medical Records can be taken out of Medical Records Department only by authorised persons KB2. If the file/s are required for a purpose, other than patient appointment, the persons requesting the file/s should have written consent available KB3. To ensure maximum security against loss, tampering and from use by any un-authorised individual: • 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 KB4. Disclosure of information contained in the medical records are a breach of confidentiality KB5. Disclosure of any information to unauthorized persons would subject to

HSS/ N 5506: Maintain confidentiality of medical records

		disciplinary action and possible termination
Skills (S) (Optional)		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation	
	Reading Skills	
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel	
	Plan and Organise	
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work	
	Patient Centricity	
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality	
	Problem Solving	
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations	

HSS/ N 5506: Maintain confidentiality of medical records

	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
	SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

NOS Version Control

NOS Code	HSS/ N 550		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	12/05/13
Industry Sub-sector	Allied Health and Paramedics	**Last reviewed on**	19/07/13
Occupation	Medical Record and Health Information Technician	**Next review date**	19/07/15

National Occupational Standards

Overview
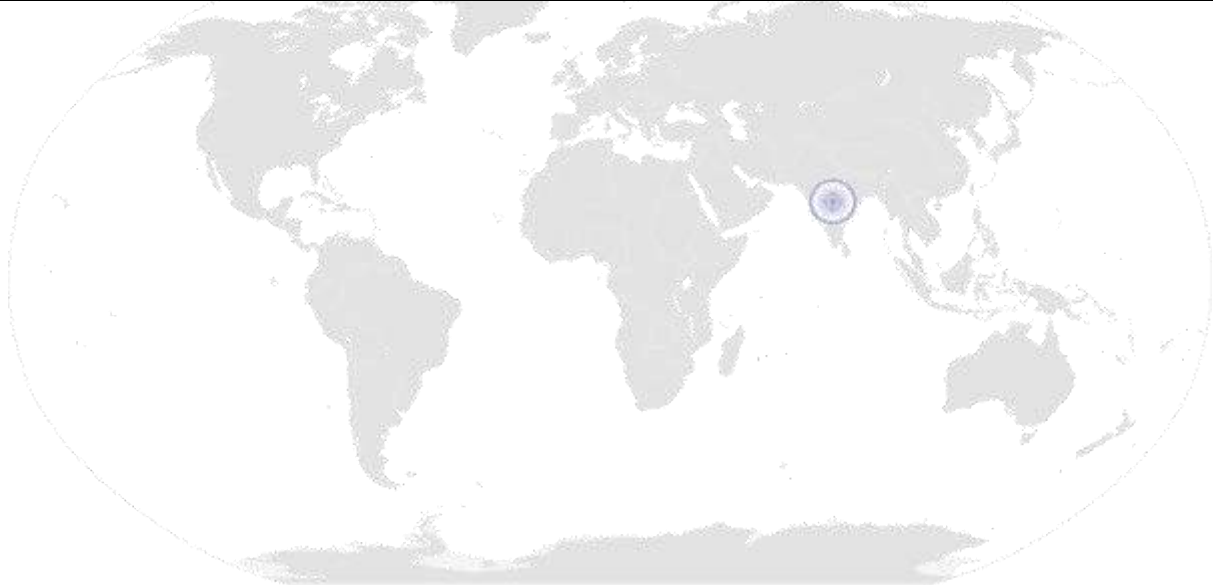
This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to maintain medical records for medico legal cases.

National Occupational Standard

Unit Code	HSS/ N 5507
Unit Title (Task)	Maintain medical records for medico legal cases
Description	This OS unit is about the Medical records and health information technician maintain the medical record for medico legal cases
Scope	This unit/task covers the following: • Policies and procedures for keeping medico legal cases , Maintaining medico legal cases records

Performance Criteria (PC) wrt the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must know: PC1. How to properly keep the record of medico legal case PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records PC3. How to keep and maintain the record files for long duration

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to follow the laws related to medico legal record keeping KB2. How to record different type of cases separately KB3. How long to keep a particular medico legal record as per the organisational protocols and policies

Skills (S) (Optional)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication protocols SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills

	The user/individual on the job needs to:
	SA4. Understand written sentences and paragraphs in work related documents
	SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude
	SA7. Seek out and listen to colleagues and other health professionals
	SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand:
	SB1. How to arrange the file management area for easy access and efficiency
	SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies
	SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organise
	The user/individual on the job needs to know and understand how to :
	SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	The user/individual on the job needs to know and understand:
	SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to:
	SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
	SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations,

HSS/ N 5507: Maintain medical records for medico legal cases

	applies existing skills to new situations
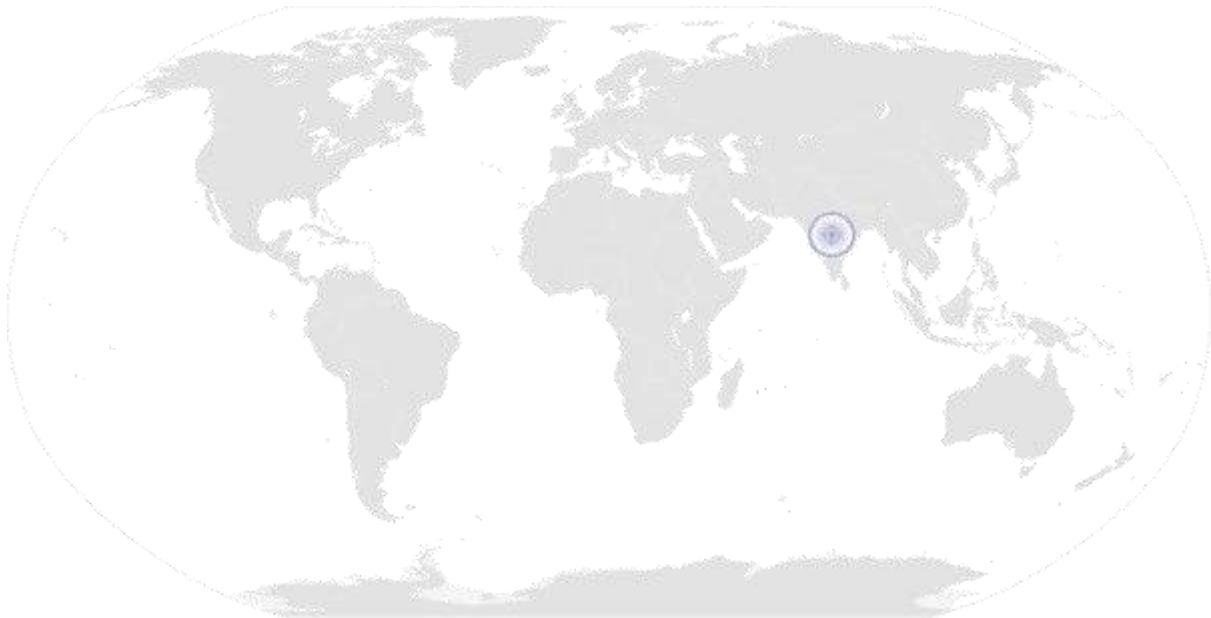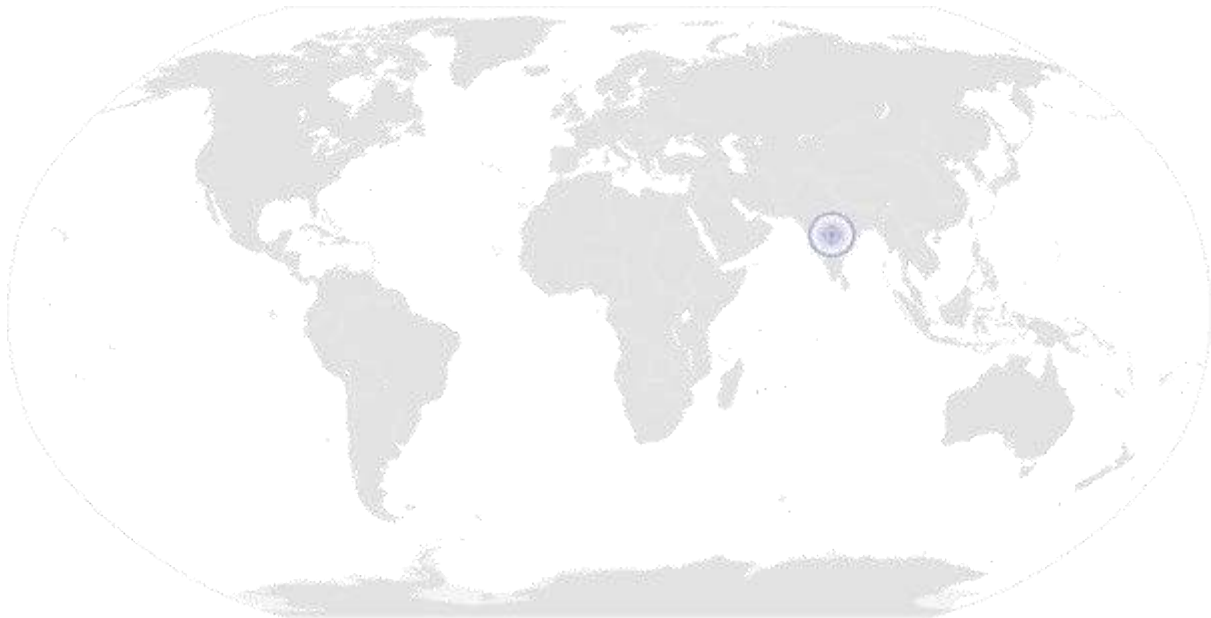
NOS Version Control

NOS Code	HSS/ N 5507		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Medical Record and Health Information Technician	Next review date	19/07/15

National Occupational Standards

Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to recognise the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines
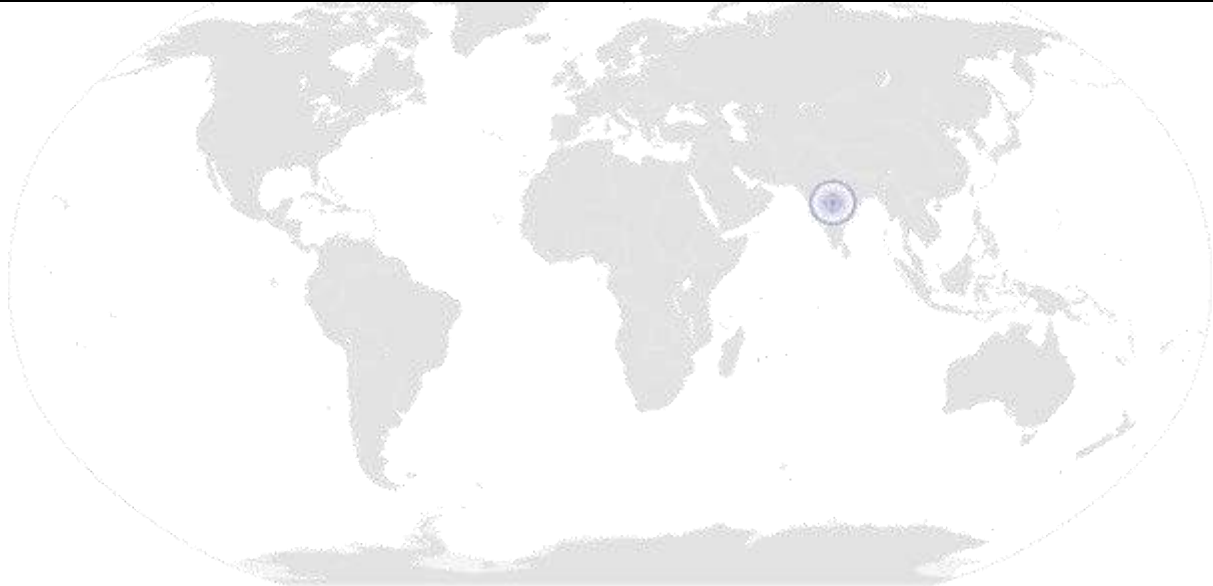
HSS/ N 9603: Act within the limits of one's competence and authority

National Occupational Standard

Unit Code	HSS/ N 9603
Unit Title (Task)	Act within the limits of one's competence and authority
Description	This OS unit is about recognising the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines This is applicable to all Allied Health Professionals working in an organised, regulated environment
Scope	This unit/task covers the following: • Acting within the limit of one's competence and authority; ○ Knowing one's job role ○ Knowing one's job responsibility ○ Recognising the job role and responsibilities of co workers Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.

Performance Criteria (PC) wrt The Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice 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
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	The user/individual on the job needs to know and understand: KA1. The relevant legislation, standards, policies, and procedures followed in the organisation KA2. The medical procedures and functioning of required medical equipment KA3. Role and importance of assisting other healthcare providers in delivering care

its processes)	

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	
	KB1. The boundaries of one's role and responsibilities and other team members
	KB2. The reasons for working within the limits of one's competence and authority
	KB3. The importance of personally promoting and demonstrating good practice
	KB4. The legislation, protocols and guidelines effecting one's work
	KB5. The organisational systems and requirements relevant to one's role
	KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work
	KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
	KB8. The risks to quality and safety arising from:
	   o Working outside the boundaries of competence and authority
	   o Not keeping up to date with best practice
	   o Poor communication
	   o Insufficient support
	   o Lack of resources
	KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements
	KB10. How to Report and minimise risks
	KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others
	KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported
	KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation
	KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team

Skills (S)	
A. Core Skills /Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers
	Reading Skills

	The user/individual on the job needs to know and understand how to: SA5. Read about changes in legislations and organisational policies SA6. Keep updated with the latest knowledge	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to: SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with a patient	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work in relation to job role	
	Plan and Organise	
	Not applicable	
	Patient Centricity	
	The user/individual on the job needs to know and understand how to: SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)	
	Problem Solving	
	Not applicable	
	Analytical Thinking	
	Not applicable	
	Critical Thinking	
	Not applicable	

NOS Version Control

NOS Code	HSS/ N 9 03		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15
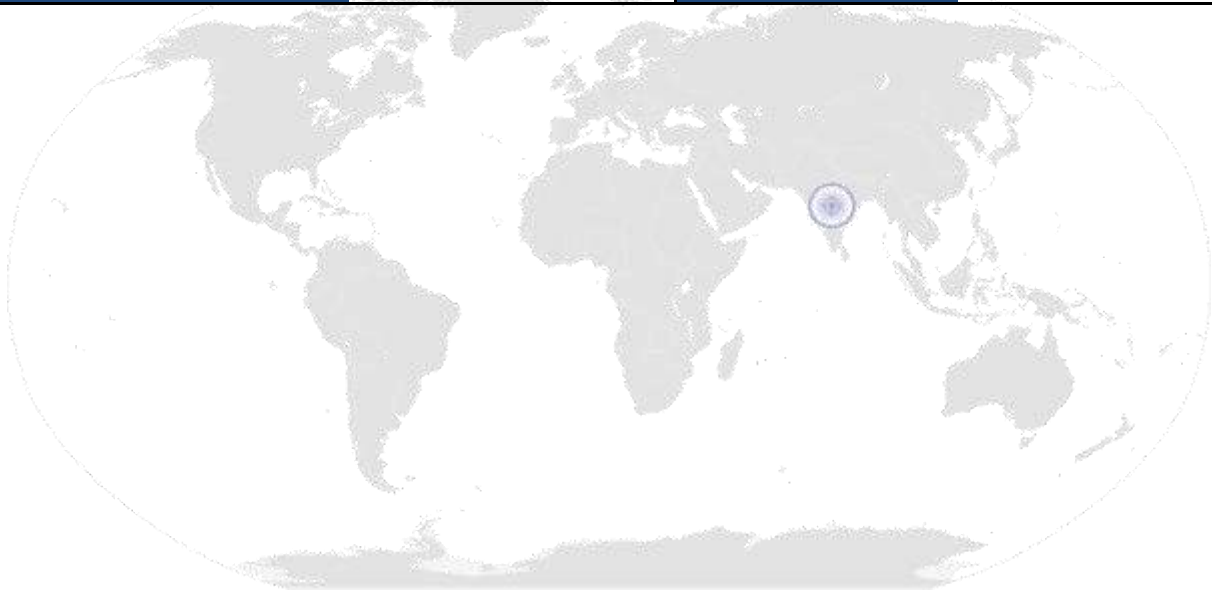
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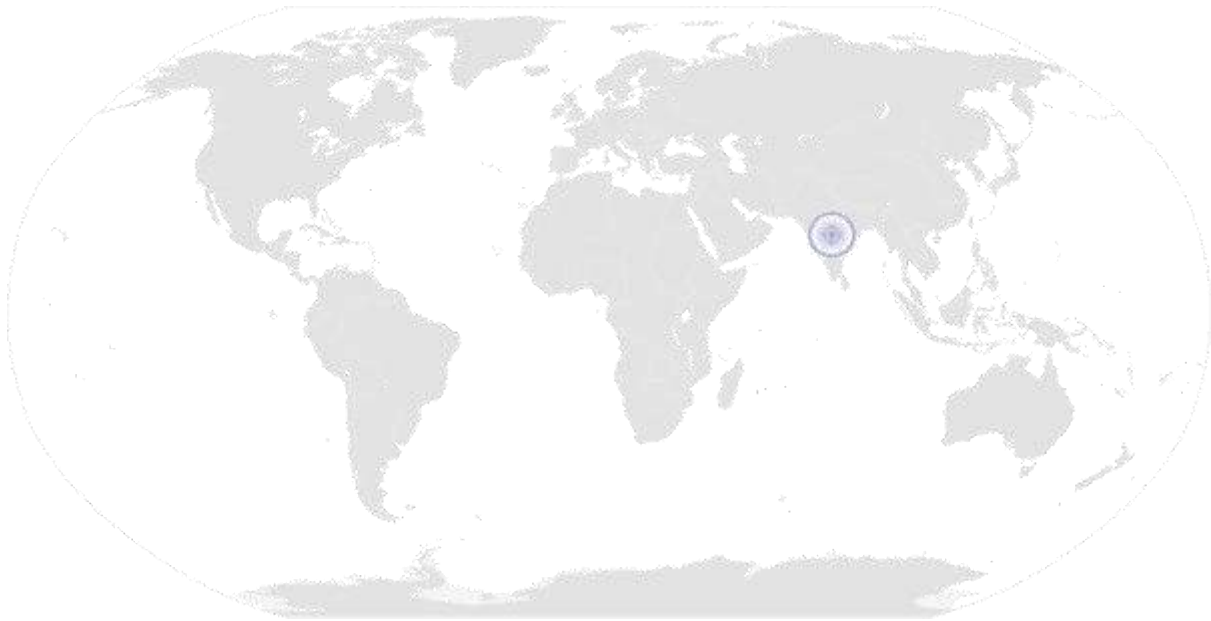
Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements

HSS/ N 9606: Maintain a safe, healthy, and secure working environment

Unit Code	HSS/ N 9606
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: • Complying the health, safety and security requirements and procedures for workplace , Handling any hazardous situation with safely, competently and within the limits of authority , Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment

Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. Comply with health, safety and security procedures for the workplace PC3. Report any identified breaches in health, safety, and security procedures to the designated person 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
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. The importance of health, safety, and security in the workplace KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace

	KA5. How to report the hazard
	KA6. The responsibilities of individual to maintain safe, healthy and secure workplace
B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. Requirements of health, safety and security in workplace KB2. How to create safety records and maintaining them KB3. The importance of being alert to health, safety, and security hazards in the work environment KB4. The common health, safety, and security hazards that affect people working in an administrative role KB5. How to identify health, safety, and security hazards KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Generic Skills	**Writing Skills**
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA3. Clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	**Decision Making**
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work
	Plan and Organise
	To be competent, the user / individual on the job needs to know and understand how to: SB2. Plan for safety of the work environment
	Patient Centricity
	To be competent, the user / individual on the job needs to know and understand:

SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team
SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
SB5. Be sensitive to potential cultural differences
SB6. Maintain patient confidentiality
SB7. Respect the rights of the patient(s)
Problem Solving
To be competent, the user/ individual on the job needs to know and understand how to:
SB8. Identify hazards, evaluate possible solutions and suggest effective solutions
Analytical Thinking
To be competent, the user needs to know and understand how to:
SB9. Analyse the seriousness of hazards
Critical Thinking
To be competent, the user needs to know and understand how to:
SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/ N 9 0		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15
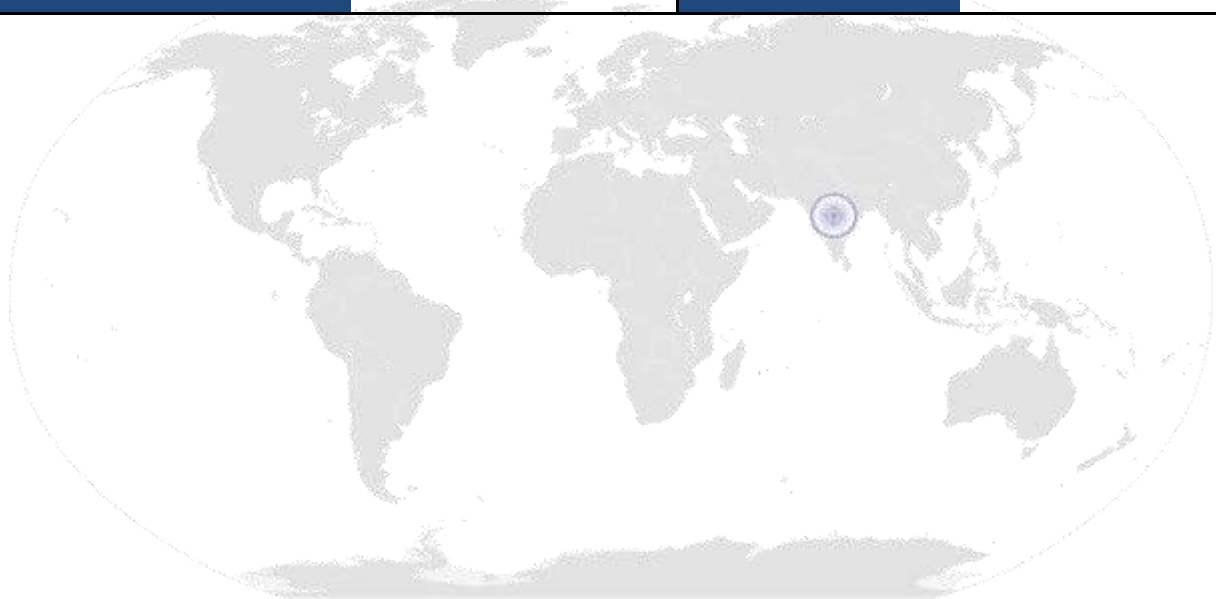
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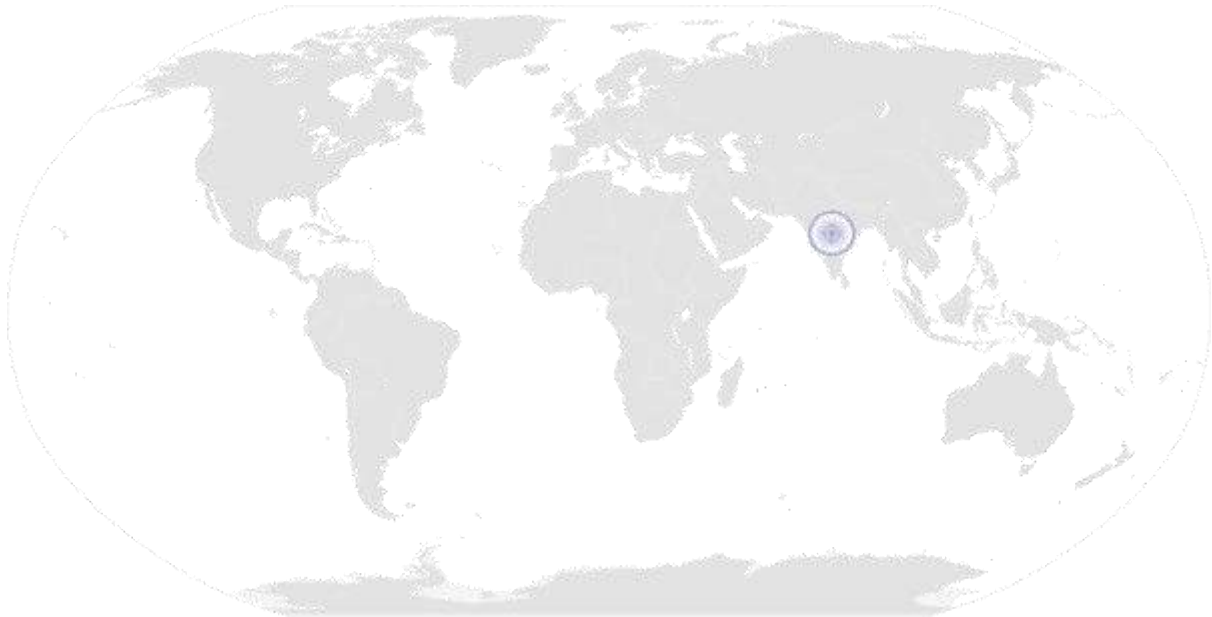
Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to practice code of conduct setup by the healthcare provider

HSS/ N 9607: Practice code of conduct while performing duties

Unit Code	HSS/ N 9607
Unit Title (Task)	**Practice Code of conduct while performing duties**
Description	This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice This OS unit applies to all Allied health professionals working in an organised environment and to whom specific regulations and codes of conduct apply
Scope	This unit covers the following: • Recognising the guidelines and protocols relevant to the field and practice , Following the code of conduct as described by the healthcare provider , Demonstrating best practices while on the field

Performance Criteria (PC) wrt The Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: 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 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

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed in the hospital KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care KA3. Personal hygiene measures and handling techniques
B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. The limitations and scope of the role and responsibilities along with an

HSS/ N 9607: Practice code of conduct while performing duties

	understanding of roles and responsibilities of others
	KB2. The importance of working within the limits of one's competence and authority
	KB3. The detrimental effects of non-compliance
	KB4. The importance of personal hygiene
	KB5. The importance of intercommunication skills
	KB6. The legislation, protocols and guidelines related to the role
	KB7. The organisational systems and requirements relevant to the role
	KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field
	KB9. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
	KB10. Implications to quality and safety arising from: - Working outside the boundaries of competence and authority - not keeping up to date with best practice - poor communication - insufficient support - lack of resources
	KB11. The organisational structure and the various processes related to reporting and monitoring
	KB12. The procedure for accessing training, learning and development needs
Skills (S)	
A. Core Skills /Generic Skills	**Writing Skills**
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules with co-workers SA2. Prepare status and progress reports related to patient care SA3. Update the physician and the other co-workers
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Read about procedures, regulations and guidelines related to the organisation and the profession SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities
	Oral Communication (Listening and speaking skills)

	To be competent, the user/ individual on the job needs to know and understand how to: SA6. Interact with patients SA7. Give clear instructions to patients, patients relatives and other healthcare providers SA8. Avoid using jargon, slang or acronyms, while communicating with a patient
B. Professional Skills	**Decision Making**
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise SB2. Act decisively by balancing protocols and work at hand
	Plan and Organise
	Not applicable
	Patient Centricity
	To be competent, the user / individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Maintain patient confidentiality SB5. Respect the rights of the patient(s) SB6. Respond patients' queries and concerns SB7. Maintain personal hygiene to enhance patient safety
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

NOS Version Control

NOS Code	HSS/ N 9 07		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15

Assessment Form (To be filled by Assessor for Each Trainee)					
Job Role	Medical Records & Health Information Technician	**Trainee Name**		**UID No.**	**Batch**
Qualification Pack		**Taining Partner**		**Date**	
Sector Skill Council	Healthcare	**Name of Assessor**			
Name & Signature of Representative & Stamp of Assessing Body:					

Skills Practical and Viva (80% weightage)		
	Marks Alloted	**Marks Awarded by Assessor**
Grand Total-1 (Subject Domain)	400	0
Grand Total-2 (Soft Skills and Comunication)	100	0
Grand Total-(Skills Practical and Viva)	500	0
Passing Marks (80% of Max. Marks)	400	**PASS/FAIL**
Theory (20% weightage)		
	Marks Alloted	**Marks Awarded by Assessor**
Grand Total-1 (Subject Domain)	80	0
Grand Total-2 (Soft Skills and Comunication)	20	0
Grand Total-(Theory)	100	0
Passing Marks (50% of Max. Marks)	50	**PASS/FAIL**
Grand Total-(Skills Practical and Viva + Theory)	600	0
Final Result	Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail	**PASS/FAIL**

Assessment Form (To be filled by Assessor for Each Trainee)						
Job Role	Medical Records & Health Information Technician		**Trainee Name**		**UID No.**	**Batch**
Qualification Pack			**Taining Partner**		**Date**	
Sector Skill Council	Healthcare		**Name of Assessor**			
Name & Signature of Representative & Stamp of Assessing Body:						

Skills Practical and Viva (80% weightage)

	Marks Alloted	Marks Awarded by Assessor
Grand Total-1 (Subject Domain)	400	0
Grand Total-2 (Soft Skills and Comunication)	100	0
Grand Total-(Skills Practical and Viva)	500	0
Detailed Break Up of Marks	**Skills Practical & Viva**	

Subject Domain		Pick any 2 NOS each of 200 marks totalling 400				

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation		Marks Awarded by Assessor		Grand Total of Practical
				Viva	Skills Practical	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	PC1. Record and maintain data for birth and death rates		50	15	35			

medical record for statutory compliance	PC2. Provide the data to Municipal corporations for registration	200	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	200	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		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	200	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		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	200	80	20	60		
	PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records		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 part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totalling 100**					

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation		Marks Awarded by Assessor		Grand Total of Practical
				Viva	Observation / Role Play	Viva	Skills Practical	
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		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	30	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		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	20	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	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements		6	2	4			

working environment)							
	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 Comunication)			100				

Assessment Form (To be filled by Assessor for Each Trainee)

Job Role	Medical Records & Health Information Technician		Trainee Name		UID No.		Batch	
Qualification Pack			Taining Partner		Date			
Sector Skill Council	Healthcare		Name of Assessor					
Name & Signature of Representative & Stamp of Assessing Body:								

Theory (20% weightage)

		Marks Alloted	Marks Awarded by Assessor
Grand Total-1 (Subject Domain)		80	0
Grand Total-2 (Soft Skills and Comunication)		20	0
Grand Total-(Theory)		100	0
Detailed Break Up of Marks		Theory	

Subject Domain		Pick all PCs of all NOS totalling 80		
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (80)	Marks Allocation Theory	Marks Awarded by Assessor Theory	Grand Total of 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		
	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		4		
	PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes	14	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	PC1. Record and maintain data for birth and death rates		2		

National Occupational	Performance Criteria (PC)	Total Marks	Marks Allocation	Marks Awarded by Assessor	Grand Total
statutory compliance	PC2. Provide the data to Municipal corporations for registration	10	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		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 totalling 20		

National Occupational	Performance Criteria (PC)	Total Marks (20)	Marks Allocation	Marks Awarded by Assessor	Grand Total of

Standards (NOS)	Performance Criteria (PC)	Total Marks (20)	Theory	Theory	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				
	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	6	6		
	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 Comunication)		**20**				