



Model Curriculum

QP Name: Medical Records Assistant

QP Code: HSS/Q5501

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 1.0

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Training Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5322.9900
Minimum Educational Qualification and Experience	<ul style="list-style-type: none"> • 12th Grade Pass with Science or • Completed 2nd year of the 3-year regular diploma after 10th Or • 10th Grade Pass with 2 years relevant experience Or • 11th Grade pass with 1 year relevant experience or • Previous relevant Qualification of NSQF Level 3.5 and with 1.5 year relevant experience Or • Previous relevant qualification of NSQF Level 3 with 3 years of relevant experience
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	
Last Reviewed On	29/01/2021
Next Review Date	29/01/2026
NSQC Approval Date	29/01/2021
QP Version	3.0
Model Curriculum Creation Date	29/01/2021
Model Curriculum Valid Up to Date	29/01/2026
Minimum Duration of the Course	1500 Hrs.
Maximum Duration of the Course	1500Hrs.

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Ensure that the security and confidentiality 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 prepare 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.
- Explain professional behavior, personal attributes and interpersonal relationships with others.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	35:00	40:00	60:00	00:00	135:00
Module 1: Role of the medical record assistant	10:00	10:00	00:00	00:00	40:00
Module 2: Basic sensitization to Waste Management.	05:00	05:00	00:00	00:00	20:00
Module 3: Basic sensitization to Infection control policies and procedures	10:00	20:00	00:00	00:00	40:00
Module 4: Safety, Emergency Medical response & First Aid	10:00	05:00	00:00	00:00	40:00
HSS/N5501: Review patient's records for completeness	75:00	45:00	180:00	00:00	300:00
Module 5: Introduction to healthcare delivery system & different hospital departments	10:00	05:00	00:00	00:00	40:00
Module 6: Introduction to medical records	15:00	10:00	00:00	00:00	40:00
Module 7: Basic sensitization to	15:00	10:00	00:00	00:00	40:00

laboratory tests & diagnostic procedures					
Module 8: Medical terminology	15:00	05:00	00:00	00:00	40:00
Module 9: Medical records receiving & review	20:00	15:00	00:00	00:00	40:00
HSS/N5502: Maintain disease registries and clinical database	105:00	75:00	180:00	00:00	360:00
Module 10: Structure and function of human body	15:00	05:00	00:00	00:00	20:00
Module 11: Softwares for medical records management	20:00	15:00	00:00	00:00	28:00
Module 12: Medical Coding: International Classification of Disease (ICD) and International Classification of Functioning, Disability and Health (ICF)	25:00	10:00	00:00	00:00	20:00
Module 13: Sensitization on current best practices in medical record & Health Information Management System (HIMS)	25:00	25:00	00:00	00:00	35:00
Module 14: Basic Computer Knowledge	20:00	20:00	00:00	00:00	20:00
HSS/N5508: Maintain medical records for necessary compliances	60:00	30:00	180:00	00:00	270:00
Module 15: Introduction to statistics	15:00	10:00	00:00	00:00	40:00
Module 16: Database management, statistical analysis & interpretation	25:00	10:00	00:00	00:00	15:00
Module 17: Statutory compliance	20:00	10:00	00:00	00:00	15:00
HSS/N5509: Store medical records and maintain its confidentiality	70:00	35:00	180:00	00:00	285:00
Module 18: Retention, preservation and destruction of medical records	30:00	10:00	00:00	00:00	40:00
Module 19: Confidentiality, consent, reporting & records	15:00	10:00	00:00	00:00	40:00
Module 20: Medical record room operations & management	25:00	15:00	00:00	00:00	40:00

HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others	05:00	10:00	30:00	00:00	45:00
Module 21: Maintain interpersonal relationship with colleagues and others	05:00	10:00	0:00	00:00	30:00
HSS/N9616: Maintain professional & medico-legal conduct	10:00	05:00	30:00	00:00	45:00
Module 22: Maintain professional and medico-legal conduct	10:00	05:00	0:00	00:00	15:00
Total	360:00	240:00	840:00	00:00	1440:00
DGT/VSQ/N0102, V1.0, Employability Skills	60:00	00:00	00:00	00:00	60:00
Module 23: Employability Skills (60 hours)	60:00	00:00	0:00	00:00	30:00
Total Duration	420:00	240:00	840:00	00:00	1500:00

Module Details

Module 1: Role of the medical record assistant

Mapped to: Bridge Module

Terminal Outcomes:

- Describe the key roles and responsibilities of a Medical Records Assistant.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> 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. Describe the steps to Discuss the process how to repair 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 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. 	<ul style="list-style-type: none"> Prepare a chart depicting roles and responsibilities of a Medical Records Assistant in records department. Demonstrate steps involved in the maintaining, storing and retrieval of patient's records. Demonstrate the method of recording the data in HIMS.

<ul style="list-style-type: none"> • Discuss the importance of collecting, maintaining, storing, retrieval of medical records to the hospital staff and public. 	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Various patients records sample	

Module 2: Basic sensitization to Waste Management

Mapped to: Bridge Module

Terminal Outcomes:

- Dispose of different types of biomedical waste in appropriate color coded bins/containers.
- Apply local guidelines of biomedical waste disposal system during daily activities.

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of proper and safe disposal of waste and treatment . • Discuss about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, waste disposal and its treatment. 	<ul style="list-style-type: none"> • Segregate the biomedical waste applying the local guidelines. • Create a chart depicting different types of biomedical waste and various types of colour coded bins/containers used for disposal of biomedical waste.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Different coded color bins, chart for color coding of bins Visit to biomedical waste treatment plant for field assignment	

Module 3: Basic sensitization to Infection control policies and procedures Mapped to: Bridge Module

Terminal Outcomes:

- Develop techniques of self-hygiene
- Apply infection control policies and procedures during daily activities

Duration: 10:00	Duration: 20:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Describe the importance of infection control and prevention in healthcare settings. • List strategies for preventing transmission of infection. • Explain the steps of spill management. • Explain hand hygiene and infection control practices. • Enumerate various Hospital Acquired Infections. • Develop techniques of self-grooming and maintenance. • Explain the concept of healthy living. • Explain the techniques of proper usage of PPE. • Explain the importance of PPE. • Explain various vaccinations against common infectious diseases. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate the steps of spill management. • Demonstrate the procedures of hand hygiene. • Demonstrate the process of donning and doffing of PPE.
<p>Classroom Aids:</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.</p>	
<p>Tools, Equipment and Other Requirements</p> <p>E-modules depicting sanitization, infection control and waste disposal practices</p>	

Module 4: Safety, Emergency Medical response & First Aid

Mapped to: Bridge Module

Terminal Outcomes:

- Apply the standard protocols of providing first aid.
- Respond to institutional emergencies appropriately.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the basics of first aid. • List the precautions to be taken for personal safety. • Discuss how to perform cardio pulmonary resuscitation (CPR) as and when required. • Discuss the process of identification of hospital emergency codes. • Describe how to practice disaster management to deal with institutional emergencies. • Explain the use of protective devices such as restraints and safety devices. • 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 organization. 	<ul style="list-style-type: none"> • Prepare a list of local emergency response agencies such as Emergency Medical Service (EMS) team, ambulance, bomb disposal squads, fire and police departments, etc. along with their contact details. • Design a dummy portable and segregable first aid kit as per requirements. • Demonstrate appropriate techniques of providing first aid and bandaging.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Nursing Manikin, Torch, Stretcher, cot, scoop, wheelchair, Fist Aid kit	

Module 5: Introduction to healthcare delivery system & different hospital departments

Mapped to: HSS/N5501

Terminal Outcomes:

- Describe the basic structure and function of healthcare delivery system in India.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Prepare a report summarizing the observations about basic structure and function of healthcare delivery system in India. Prepare a hierarchical chart of different career options at various healthcare settings.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Visit to various healthcare settings for field assignment	

Module 6: Introduction to medical records

Mapped to: HSS/N5501

Terminal Outcomes:

- Explain various types of medical records.
- Demonstrate the use of HIMS.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define medical health records. • Differentiate 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. • Explain the 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. 	<ul style="list-style-type: none"> • Identify various medical health records. • Demonstrate the use of HIMS in the process of documentation. • Demonstrate the process of maintaining records in electronic form.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Power point presentation	
Tools, Equipment and Other Requirements	
Sample copies of various medical records available in the hospital	

Module 7: Basic sensitization to laboratory tests & diagnostic procedures

Mapped to: HSS/N5501

Terminal Outcomes:

- Explain various types of medical records and diagnostic procedures.
- Explain the process of coding.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enumerate the common laboratory tests and diagnostic procedures done in the hospitals. • Enumerate various medical codes being used in the organization. • 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. 	<ul style="list-style-type: none"> • Identify various medical laboratory tests and diagnostic procedures. • Demonstrate the use of medical codes in documents. • Demonstrate the process of entering the test records in the system.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Power point presentation	
Tools, Equipment and Other Requirements	
Charts and e-modules of various lab and diagnostic procedures	

Module 8: Medical Terminology

Mapped to: HSS/N5501

Terminal Outcomes:

- Use of medical terminology in day-to-day role

Duration: 15:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. • Explain the use of various medical abbreviations, jargons, and terms and terminologies in different situations. 	<ul style="list-style-type: none"> • Prepare a chart on medical terminology use in daily activities to practice.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, , Power point presentation.	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen.	

Module 9: Medical records receiving & review

Mapped to: HSS/N5501

Terminal Outcomes:

- Demonstrate the method of data reviewing and recording

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the steps of collections of discharge notes/ discharge file from the concerned authority. • List the steps of collating the patient’s health information by cross-verifying with the concerned authority. • Discuss the process how to prepare 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 received. 	<ul style="list-style-type: none"> • Prepare a sample checklist of documents required to ensure completeness of documentation process. • Demonstrate the method of taking information from the patient by asking question or interviewing them. • Demonstrate the use of application of appropriate tools/software to review the documents received.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Power point presentation	
Tools, Equipment and Other Requirements	
Sample copies of various medical records available in the hospital	

Module 10: Structure and Function of human Body

Mapped to: HSS/N5502

Terminal Outcomes:

- Describe basic structure and function of the human body.
- Describe about body system associated common diseases.

Duration: 15:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the organization 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. 	<ul style="list-style-type: none"> • Identify various body parts/organs in a model, Manikin etc. • Design working charts depicting functioning of human body system.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Power point presentation	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen. Mannequin, charts, demonstration kits of different body parts and mechanics, internet use	

Module 11: Softwares for medical records management

Mapped to: HSS/N5502

Terminal Outcomes:

- Use of HIMS software.
- Use of medical tools as per latest technology.
- Demonstrate the method of data storing and backing up.

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain various softwares which are available for medical records management. • Discuss the process of identification of the appropriate medical record management softwares meeting organizational needs. • Explain the medical record tools/software as per the latest technology. • Describe the process of verification of license of the tools to check for any e-hazards. • Discuss the process of preparation of 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. 	<ul style="list-style-type: none"> • Demonstrate the use of HIMS software. • Demonstrate the use of medical tools as per latest technology. • Demonstrate the method of data storing and backing up
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
HIMS software	

Module 12: Medical Coding: International Classification of Disease (ICD) and International Classification of Functioning, Disability and Health (ICF).

Mapped to: HSS/N5502

Terminal Outcomes:

- Prepare a chart on ICD classification.
- Prepare a chart on various diseases terminology and abbreviations.
- Prepare a chart on ICD and ICF codes.
- Demonstrate the process of referring, allotting and discarding medical codes.
- Demonstrate the process of identification of the uncoded medical records.

Duration: 25:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 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. • Discuss the process of identification of the terms, symbols, etc. which may further qualify the code. • Explain the process of Discuss the process of identification of 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. 	<ul style="list-style-type: none"> • Prepare a chart on ICD classification. • Prepare a chart on various diseases terminology and abbreviations. • Prepare a chart on ICD and ICF codes. • Demonstrate the process of referring, allotting and discarding medical codes. • Demonstrate the process of identification of the uncoded medical records.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	

Tools, Equipment and Other Requirements

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

Module 13: Sensitization on current best practices in Medical record & Health Information Management System (HIMS).

Mapped to: HSS/N5502

Terminal Outcomes:

- Explain about statutory compliance.

Duration: 25:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Demonstrate the best practice of using HIMS. • Demonstrate the process of using HIMS in various hospital departments.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Registers/ softwares for record keeping	

Module 14: Basic computer knowledge

Mapped to: HSS/N5502,

Terminal Outcomes:

- Demonstrate the use of computers and internet operations.
- Apply basic computer knowledge in performing various activities

Duration: 20:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Demonstrate the use of browser functionsto surf on the Internet, send emails. • Demonstrate the use of window, word, excel etc.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
Tools, Equipment and Other Requirements	
Computer, keyboard, mouse, CPU, printer etc	

Module 14: Introduction to statistics.

Mapped to: HSS/N5508

Terminal Outcomes:

- Explain the concept of statistics biostatistics, and medical statistics.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Demonstrate the process of preparing statistics. • Identify the various indicators of different departments and hospitals.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
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	

Module 15: Database management, statistical analysis & interpretation.

Mapped to: HSS/N5508

Terminal Outcomes:

- Explain the concept of database management, statistical analysis & interpretation.

Duration: 25:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the various database management measures. • Discuss the process of updating information in the medical records. • Discuss the process of maintaining the record of inpatient and out-patient 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. 	<ul style="list-style-type: none"> • Demonstrate the process of maintaining the disease records. • Demonstrate the process of maintaining the weekly, monthly and yearly statistics. • Explain the process of recording the statistical analysis appropriately.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
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	

Module 16: Statutory compliance.

Mapped to: HSS/N5508

Terminal Outcomes:

- Explain about statutory compliance.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain birth and death rate. • Differentiate between incidence and prevalence. • Describe the process of recording data for birth and death rate. • Explain maintenance of data for birth and death rate. • Record the data for communicable diseases/ endemic diseases. • Explain maintenance 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. 	<ul style="list-style-type: none"> • Demonstrate the process of maintaining the disease records. • Demonstrate the process of maintaining the weekly, monthly and yearly statistics. • Explain the process of recording the statistical analysis appropriately.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Registers/ softwares for record keeping	

Module 17: Retention, preservation and destruction of medical records.

Mapped to: HSS/N5509

Terminal Outcomes:

- Demonstrate the process of retention, preservation and destruction of medical records.

Duration: 30:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • List down the steps to retain the medical records as per the organization protocol. • List the steps to organize old documents for storing purpose. • Demonstrate the process of storing medical records in a system. • Demonstrate the process of storage of different files like MLC, RTA etc. • Demonstrate the process of destroying the old records as per organizational policy.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Electronic Motorized Compactor, shredders	

Module 18: Confidentiality, consent, reporting & documentation.

Mapped to: HSS/N5509

Terminal Outcomes:

- Demonstrate technical skills of Storage and retention and retrieval of database and records.
- Maintain confidentiality of records

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the process of maintaining the confidentiality of the medical records • Discuss the process of procuring medical records from the department by the authorized 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. 	<ul style="list-style-type: none"> • Enter data in various forms and format according to the standard guidelines. • Create a sample set of documents to record procedure related information of client. • Demonstrate how to compile all the records and report of patient.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
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	

Module 19: Medical record room operations & management.

Mapped to: HSS/N5509

Terminal Outcomes:

- Demonstrate the process of records maintenance MRA room in various orders.
- Identify the list of equipments required in a medical record room.
- Demonstrate the process to reserve records in room from insects, termites, heat, fire etc.

Duration: 25:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Demonstrate the process of records maintenance MRA room in various orders. • Identify the list of equipments required in a medical record room. • Demonstrate the process to reserve records in room from insects, termites, heat, fire etc.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
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	

Module 20: Maintain interpersonal relationship with colleagues and others

Mapped to: HSS/N9615

Terminal Outcomes:

- Communicate effectively with co-workers.
- Organize and prioritize work to complete assignments on time.
- Adhere to organizational code of conduct while handling conflicts.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Demonstrate the usage of technical terms to ensure effective communication. • Apply time management skills • Demonstrate the use of reading and writingskills in written communication. • Demonstrate problem solving and decision-making skills in different situations. • Demonstrate skills of team- work and workprioritization in different team activities. • Demonstrate basic telephone and email etiquettes. • Prepare reports using the information gathered from observation, experience, reasoning, or communication.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Document and guidelines with detailed role description and limitations	

Module 21: Maintain professional and medico-legal conduct

Mapped to: HSS/N9616,

Terminal Outcomes:

- Discuss the importance of maintaining professional relationships with co-workers in the organization.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Prepare a sample report on professional etiquette and ethics. • Prepare a sample report on ethical and legal issues.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
PPE, Hand Wash area, sink, towel, different color of bins etc	

Module 23: Employability Skills (60 hours)
Mapped to DGT/VSQ/N0102: Employability Skills (60 Hours)

Mandatory Duration: 60:00			
Location: On-Site			
S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> Discuss the Employability Skills required for jobs in various industries. List different learning and employability related GOI and private portals and their usage. 	1.5
2.	Constitutional values - Citizenship	<ul style="list-style-type: none"> Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen. Show how to practice different environmentally sustainable practices. 	1.5
3.	Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> Discuss importance of relevant 21st century skills. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. Describe the benefits of continuous learning. 	2.5
4.	Basic English Skills	<ul style="list-style-type: none"> Show how to use basic English sentences for every day conversation in different contexts, in person and over the telephone. Read and interpret text written in basic English Write a short note/paragraph / letter/e -mail using basic English. 	10
5.	Career Development & Goal Setting	<ul style="list-style-type: none"> Create a career development plan with well-defined short- and long-term goals. 	2
6.	Communication Skills	<ul style="list-style-type: none"> Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. Explain the importance of active listening for effective communication. Discuss the significance of working collaboratively with others in a team. 	5
7.	Diversity & Inclusion	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD. Discuss the significance of escalating sexual harassment issues as per POSH act. 	2.5
8.	Financial and Legal Literacy	<ul style="list-style-type: none"> Outline the importance of selecting the right financial institution, product, and service. Demonstrate how to carry out offline and online financial transactions, safely and securely. List the common components of salary and compute 	5

		income, expenditure, taxes, investments etc. <ul style="list-style-type: none"> Discuss the legal rights, laws, and aids. 	
9.	Essential Digital Skills	<ul style="list-style-type: none"> Describe the role of digital technology in today's life. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. Create sample word documents, excel sheets and presentations using basic features. Utilize virtual collaboration tools to work effectively. 	10
10.	Entrepreneurship	<ul style="list-style-type: none"> Explain the types of entrepreneurship and enterprises. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. Create a sample business plan, for the selected business opportunity. 	7
11	Customer Service	<ul style="list-style-type: none"> Describe the significance of analyzing different types and needs of customers. Explain the significance of identifying customer needs and responding to them in a professional manner. Discuss the significance of maintaining hygiene and dressing appropriately. 	5
12	Getting Ready for Apprenticeship & Jobs	<ul style="list-style-type: none"> Create a professional Curriculum Vitae (CV). Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively. Discuss the significance of maintaining hygiene and confidence during an interview. Perform a mock interview. List the steps for searching and registering for apprenticeship opportunities. 	8

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS

S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required

Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.

Mandatory Duration: 840

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Demonstrate the best practice of using HIMS.
- Demonstrate the process of using HIMS in various hospital departments
- Demonstrate the process of maintaining the disease records.
- Demonstrate the process of maintaining the weekly, monthly and yearly statistics.
- Explain the process of recording the statistical analysis appropriately
- Demonstrate the process of preparing statistics.
- Identify the various indicators of different departments and hospitals.
- Prepare a chart on ICD classification.
- Prepare a chart on various diseases terminology and abbreviations.
- Prepare a chart on ICD and ICF codes.
- Demonstrate the process of referring, allotting and discarding medical codes.
- Demonstrate the process of identification of the uncoded medical records.
- Demonstrate the process of records maintenance MRA room in various orders.
- Identify the list of equipments required in a medical record room.
- Demonstrate the process to reserve records in room from insects, termites, heat, fire etc
- Demonstrate how to compile all the records and report of patient
- Demonstrate the process of storage of different files like MLC, RTA etc.
- Demonstrate the process of destroying the old records as per organizational policy
- Demonstrate the use of HIMS software.
- Demonstrate the use of medical tools as per latest technology.
- Demonstrate the method of data storing and backing up
- Demonstrate the method of taking information from the patient by asking question or interviewing them.
- Demonstrate the use of application of appropriate tools/software to review the documents received.
- Demonstrate the process of maintaining records in electronic form
- Demonstrate the use of browser functions to surf on the Internet, send emails.
- Demonstrate the use of window, word, excel etc
- Enhance skill and capacities in counseling and management of age care institutions.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	MBBS	1		1		
B.Sc.	Nursing/Post Basic Bsc Nursing	2		1		
Diploma	General Nursing and Midwife (GNM)	2		1		
Diploma	In MRD	3		1		
Diploma	Pharmacy	4		1		
NA	Medical Coders	4		1		
Trainer Certification						
Domain Certification				Platform Certification		
Certified for Job Role: "Medical Records Assistant" mapped to QP HSS/Q5501 v.0" with minimum score of 80%.				Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601" with minimum score of 80%.		

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	MBBS	2		2		
B.Sc.	Nursing/Post Basic Bsc Nursing	3		2		
Diploma	General Nursing and Midwife (GNM)	3		2		
Diploma	In MRD	4		2		
Diploma	Pharmacy	5		2		
	Medical Coders	5		2		

Assessor Certification

Domain Certification	Platform Certification
Certified for Job Role: "Medical Records Assistant" mapped to the Qualification Pack: "HSS/Q5501 v3.0" with minimum score of 80%.	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701 v1.0" with minimum score of 80%.

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools and equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

3. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks.
- v. Scenario based Questions.
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure