

APPRENTICESHIP CURRICULUM (OPTIONAL TRADE)

Healthcare Sector Skill Council

Medical Records Assistant

Course Code: C0022300006

NAPS Non-NAPS

NSQF Level: 4



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Course Details

1.	Course Name	Medical Records Assistant												
2.	Course Code	CO022300006												
3.	Apprenticeship Training Duration: <i>(2 to 4 weeks of BT is embedded in this duration as per the requirement of the establishment)</i>	Months: 12												
	Remarks													
4.	Credit	TBD												
5.	NSQF Level <i>(Mandatory for NAPS)</i>	4 NSQC Approval Date: 07/01/2021												
6.	Related NSQF aligned qualification details	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">S. No.</th> <th style="text-align: center;">QP/ Qualification/ NOS Name (As applicable)</th> <th style="text-align: center;">QP/ NOS Code & Version</th> <th style="text-align: center;">NQR Code</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Medical Records Assistant</td> <td>HSS/Q5501, V2.0</td> <td>2021/HLT/HSSC/04106</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	S. No.	QP/ Qualification/ NOS Name (As applicable)	QP/ NOS Code & Version	NQR Code	1	Medical Records Assistant	HSS/Q5501, V2.0	2021/HLT/HSSC/04106				
		S. No.	QP/ Qualification/ NOS Name (As applicable)	QP/ NOS Code & Version	NQR Code									
1	Medical Records Assistant	HSS/Q5501, V2.0	2021/HLT/HSSC/04106											
7.	Brief Job Role Description	The individual compiles, processes, and maintains medical records of patients in a manner which meets the medical, administrative, ethical, legal, and regulatory requirements of the health care system following its latest coding systems and standards.												
8.	NCO-2015 Code & Occupation <i>(Access the NCO 2015 volumes from: https://labour.gov.in/organizationsofmole/directorate-general-employment-training-dget)</i>	NCO-2015/3252.0101, Non-Direct Care												
9.	Minimum Eligibility Criteria <i>(Educational and/ or Technical Qualification)</i>	Class XII with science												
10.	Entry Age for Apprenticeship	18 Years & Above												
11.	Any Licensing Requirements <i>(wherever applicable)</i>	N/A												

12.	Is the Job Role amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, check the applicable type of Disability <input type="checkbox"/> Locomotor Disability <input type="checkbox"/> Acid Attack Victims <input type="checkbox"/> Speech and Language Disability <input type="checkbox"/> Multiple Sclerosis <input type="checkbox"/> Multiple Disabilities <input type="checkbox"/> Leprosy Cured Person <input type="checkbox"/> Blindness <input type="checkbox"/> Parkinson's Disease <input type="checkbox"/> Cerebral Palsy <input type="checkbox"/> Low Vision <input type="checkbox"/> Haemophilia <input type="checkbox"/> Dwarfism <input type="checkbox"/> Deaf <input type="checkbox"/> Autism Spectrum Disorder <input type="checkbox"/> Thalassaemia <input type="checkbox"/> Muscular Dystrophy <input type="checkbox"/> Hard of Hearing <input type="checkbox"/> Mental Illness <input type="checkbox"/> Sickle Cell Disease Remarks:
13.	Submitting Body Details	Name: Healthcare Sector Skill Council E-mail ID: hscst@healthcare-ssc.in Contact Number: 011-41017346/40505850, Extn: 111
14.	Certifying Body	Healthcare Sector Skill council and / or Industry
15.	Employment Avenues/Opportunities	Employment opportunities as per industry requirement
16.	Career Progression	Progression will be possible after additional training/diploma to higher level
17.	Trainer's Qualification & Experience:	Diploma in Pharma with total 5 years of exp, out of which 4 years sector specific exp and 1 year teaching experience or • Medical Graduate with total 2 years of exp, out of which 1-year exp in the

		<p>medical records department and 1 year teaching experience</p> <p>or</p> <ul style="list-style-type: none"> • B.Sc. (Nursing)/ Post Basic BSc Nursing with total 3 years of exp, out of which 2-year sector specific experience and 1 year teaching experience <p>or</p> <ul style="list-style-type: none"> • General Nursing and Midwifery (GNM) with total 3 years of exp, out of which 2-year sector specific experience and 1 year teaching experience <p>or</p> <ul style="list-style-type: none"> • Diploma in MRD with total 4 years of exp, out of which 3-year sector specific experience and 1 year teaching experience <p>or</p> <ul style="list-style-type: none"> • Medical Coders with total 5 years of exp, out of which 4-year sector specific experience and 1 year teaching experience
18.	Curriculum Creation Date	12/10/2022
19.	Curriculum Valid up to Date	30/07/2026

Module Details

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
1.	Introduction to healthcare delivery system & different hospital departments NOS Name: Review patient's records for completeness NOS Code: HSS/N5501	<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. 	05	15	70	70
2.	Role of the medical record assistant NOS Name: Review patient's records for completeness NOS Code: HSS/N5502	<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 	10	15	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<p>with the doctors or others, or by participating in the coding team's regular meetings.</p> <ul style="list-style-type: none"> • 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. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> Discuss the importance of collecting, maintaining, storing, retrieval of medical records to the hospital staff and public 				
3.	Structure and function of human body NOS Name: Maintain disease registries and clinical database NOS Code: HSS/N5502	<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. 	06	08	70	70
4.	Introduction to medical records NOS Name: Review patient's records for completeness NOS Code: HSS/N5501	<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. 	15	25	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> Discuss the process of documentation in the Health Information Management System (HIMS) as per organizational policies and procedures. 				
5.	Basic sensitization to laboratory tests & diagnostic procedures NOS Name: Review patient’s records for completeness NOS Code: HSS/N5501	<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. 	15	25	70	70
6.	Medical terminology NOS Name: Review patient’s records for completeness NOS Code: HSS/N5501	<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. 	10	14	70	70
7.	Medical records receiving & review	<ul style="list-style-type: none"> Explain the steps of collections of discharge notes/ discharge file from the concerned authority. 	15	25	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Review patient’s records for completeness</p> <p>NOS Code: HSS/N5501</p>	<ul style="list-style-type: none"> 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. 				
8.	<p>Software for medical records management</p> <p>NOS Name: Maintain disease registries and clinical database</p>	<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 the organizational needs. Explain the medical record tools/software as per the latest technology. 	10	25	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	NOS Code: HSS/N5502	<ul style="list-style-type: none"> Describe the process of verification of license of the tools to check for any hazards. Discuss the process of preparation the back-up data periodically. Describe the proper usage of the tools as per the developer’s guidelines. Explain the process of troubleshooting the common errors as per the standard operating procedures. Describe the process of reporting the issues regarding the medical records software to the concerned authority. 				
9.	Retention, preservation, and destruction of medical records NOS Name: Store medical records and maintain their confidentiality NOS Code: HSS/N5509	<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. 	30	55	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> 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 				
10.	Confidentiality, consent, reporting & documentation NOS Name: Store medical records and maintain their confidentiality NOS Code: HSS/N5509	<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. 	26	50	70	70
11.	Medical record room operations & management	<ul style="list-style-type: none"> Describe the fundamental functions of the medical records room. 	30	50	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	<p>NOS Name: Store medical records and maintain their confidentiality</p> <p>NOS Code: HSS/N5509</p>	<ul style="list-style-type: none"> 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. 				
12.	<p>Medical Coding: International Classification of Disease (ICD) and International Classification of Functioning, Disability and Health (ICF)</p> <p>NOS Name: Maintain disease registries and clinical</p> <p>NOS Code: HSS/N5502</p>	<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. 	15	35	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> 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. 				
13.	Introduction to statistics NOS Name: Maintain medical records for necessary compliances NOS Code: HSS/N5508	<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 biostatistics. 	25	64	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> Describe the various indicators for different departments and hospital. Discuss the importance of creating statistical data points in the hospital. 				
14.	Database management, statistical analysis & interpretation NOS Name: Maintain medical records for necessary compliances NOS Code: HSS/N5508	<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. 	25	63	70	70
15.	Statutory compliance NOS Name: Maintain medical records for necessary compliances NOS Code: HSS/N5508	<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 	25	64	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<p>per the regulations and policies, as and when recommended.</p> <ul style="list-style-type: none"> 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. 				
16.	<p>Sensitization on current best practices in medical record & Health Information Management System (HIMS)</p> <p>NOS Name: Maintain disease registries and clinical database</p> <p>NOS Code: HSS/N5502</p>	<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. 	10	15	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
17.	Maintain professional and medico-legal conduct NOS Name: Maintain professional & medico-legal conduct NOS Code: HSS/N9616,	<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 noncompliance. Explain the importance of maintaining professional relationships with other departments Describe Standard Operating Procedures to reduce risks associated with quality and safety measures. 	19	0	70	70
18.	Maintain interpersonal relationship with colleagues and others NOS Name: Maintain interpersonal relationship with patients, colleagues and others NOS Code: HSS/N9615	<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. 	13	0	70	70

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
19.	Basic Computer Knowledge NOS Name: Maintain disease registries and clinical database NOS Code: HSS/N5502	<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 nonpirated version of software such as • Windows and its utilities • Explain various basic operations of Microsoft office 2000 – MS Word, MS Excel, PowerPoint Presentation. 	05	20	70	70
Total Marks			309	568	70	70

Glossary

Term	Description
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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context
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.

Acronyms

Acronym	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AIDS	Acquired Immune Deficiency Syndrome
GDA	General Duty Assistant

Annexure 1: Tools and Equipment

List of Tools and Equipment

<Specify the Batch size, if required>

The tools and equipment required are:

S. No.	Tool / Equipment Name	Specification
1	OPD Folder	
2	Bar Coder	
3	Mobile Trolley	
4	OPD Clinic Records Forms	
5	OPD New Registration Forms	
6	Paper Clips Triangular 30mm	box
7	Garbage Bag	box
8	Blank Paper	box
9	Record File Cabinet	
10	Sample Pass to Register to issue documents	
11	Sanitizer	
12	Computer	
13	Sample Softwares of Medical Records Data Management	on each system
14	Sample Forms and Formats	each
15	Different Color Plastic Bags with Dustbins (Black)	
16	CPR Manikin	
17	Registers (Attendance)	
18	Registers (Records)	
19	Smoke Detector and alarm system	
20	Scan Machine	
21	Printer	
22	Charts on ICD code	
23	Electronic Motorized Compactor	
24		
25		

Classroom Aids

The aids required to conduct sessions in the classroom are:

- 1 Projector
- 2 Computer/laptops
- 3 Internet connectivity
- 4 Whiteboard
- 5 Chairs
- 6 Marker
- 7 Duster
- 8 Registers
- 9 Pen
- 10 Pencil

Annexure 2: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the apprentice on the required competencies of the program.

Compulsory NOS			Marks Allocation			
Total Marks: 1000						
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Theory	Viva	OJT	Skills Practical
HSS/N5501 Review patient's records for completeness	PC1.collect the patients' health related data from concerned department such as inpatient admission sheet, discharge summary, case history, physician progress notes, consultation notes, operation and procedure notes, diagnostic test reports, etc.	164	60	30	24	10
	PC2.check that all patient related documents are authenticate and complete with presence of all the necessary information as per organizational policies					15
	PC3.complete the forms and files by seeking relevant information from the concerned department in case of incomplete documentation					15
	PC4.record the documentation using Hospital Information System (HIS) as per organizational policy and procedures					10
		164	60	30	24	50
HSS/N5502 Maintain disease registries and clinical database	PC1.identify standard codes related to disease, operation and /or procedure using latest International Classification of Disease (ICD) coding guidelines	174	56	30	24	17
	PC2.assign codes to all medical documents as per the organizational policies					19

	PC3.maintain the record of all relevant clinical data in Hospital Information and Management System (HIMS)					14
	PC4.maintain disease registers analysing from clinical database that how many patients were diagnosed or undergone treatment for different diseases e.g. heart disease patients, cancer patient, etc.					14
		174	56	30	24	64
HSS/N5508 Maintain medical records for necessary compliances	PC1.maintain updated data for birth and death rates in the hospital	266	75	40	40	12
	PC2.provide the updated data to municipal corporations of respective areas/ districts for registration					11
	PC3.maintain updated data for communicable diseases/ endemic diseases					11
	PC4.provide updated data to government agencies as and when required					11
	PC5.maintain updated and complete records of in-patient and out-patient departments (IPD and OPD)					11
	PC6.keep track of surgeries, transplant, etc. and update relevant records					11
	PC7.maintain the periodic statistics of health-related data					11
	PC8.maintain the record of medico- legal cases as per organizational protocols					11
	PC9.maintain the records for required duration as per organizational requirements and guidelines					11
	PC10.retrieve the records as and when the requirement arises					11
	266	75	40	40	111	

HSS/N5509 Store medical records and maintain their confidentiality	PC1.review the medical records for completeness and maintain them as per the organization protocol	241	86	40	40	20
	PC2.store current and past records safely and securely as per organizational policy					13
	PC3.retain all important documents (e.g., nurses notes, health care provider notes, diagnostic test reports) etc., for a time specified in the organizational policies					13
	PC4.dispose of medical records as per Standard Operating Procedure (SOPs)					13
	PC5.take written consent of authorized officer or follow organizational policy for sharing any patient related information to others					8
	PC6.ensure that medical records are kept secured and treated confidential					8
		241	86	40	40	75
HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others	PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	13	13	0	0	0
	PC2. utilize all training and information at one's disposal to provide relevant information to the individual					
	PC3. confirm that the needs of the individual have been met					
	PC4. respond to queries and information needs of all individuals					
	PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality					
	PC6. respect the individual's need for privacy					
	PC7. maintain any records required at the end of the interaction					
	PC8. integrate one's work with another people's work effectively					

	PC9. utilize time effectively and pass on essential information to other people on timely basis					
	PC10. work in a way that shows respect for other people					
	PC11. carry out any commitments made to other people					
	PC12. reason out the failure to fulfill commitment					
	PC13. identify any problems with team members and other people and take the initiative to solve these problems					
	PC14. establish, agree, and record the work requirements clearly					
	PC15. ensure his/her work meets the agreed requirements					
	PC16. treat confidential information correctly					
	PC17. work in line with the organization's procedures and policies and within the limits of his/ her job role					
		13	13	0	0	0
HSS/N9616 Maintain professional & medico-legal conduct	PC1. respect patient's individual values and needs	19	19	0	0	0
	PC2. maintain patient's confidentiality					
	PC3. meet timelines for each assigned task					
	PC4. respect patient's dignity and use polite language to communicate					
	PC5. maintain professional environment					
	PC6. work within organizational systems and requirements as appropriate to one's role					
	PC7. adhere to legislation, protocols and guidelines relevant to one's role and field of practice					
	PC8. maintain competence within one's role and field of practice					
	PC9. evaluate and reflect on the quality of one's work and make continuing improvements					
	PC10. use relevant research-based protocols and guidelines as evidence to inform one's practice					

Apprenticeship Curriculum: NAPS

	PC11. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority					
	PC12. promote and demonstrate good practice as an individual and as a team member at all times					
	PC13. identify and manage potential and actual risks to the quality and safety of practice					
	PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem					
	PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare					
		19	19	0	0	0

Annexure 3: Mode of Training

The following Modules/NOS may also be delivered online for which the resources are provided in the given table.

S. No.	Module Name/NOS Name (As Per Curriculum)	Name of Mapped Online Component	URL of Mapped Online Component

Infra requirement:

- Projector
- White board
- Lights
- PPT
- laptops