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

Contact Us:
Healthcare Sector Skill Council (HSSC)
520-521, 5th Floor, DLF Tower A,
Jasola District Centre
New Delhi - 110025,
Delhi, India
E-mail:
info@healthcare-ssc.in

Contents

Introduction

Qualification Pack- Medical Records Assistant

SECTOR/S: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non-Direct Care

REFERENCE ID: HSS/Q5501

ALIGNED TO: NCO-2015/3252.0101

Brief Job 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.

Personal Attributes: The job requires individuals to have good communication and time management skills along with the ability to work in a multidisciplinary team environment. The individuals should possess key qualities such as confidence, maturity, compassion, patient centricity and active listening. They should exhibit good coordination skills, ethical behavior and deal empathetically with patients.

Job Details		
Qualifications Pack Code	**HSS/Q5501**	
Job Role	**Medical Records Assistant**	
Credits	TBD	**Version number**	**2.0**
Sector	**Healthcare**	**Drafted on**	**12/05/2013**
Sub-sector	**Allied Health & Paramedics**	**Last reviewed on**	**07/01/2021**
Occupation	**Non-Direct Care**	**Next review date**	**07/01/2026**
NSQC Clearance on	**NA**	

Job Role	**Medical Records Assistant**
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.
NSQF Level	4
Minimum Educational Qualifications **Maximum Educational Qualifications**	12th Standard pass (Science) Not Applicable
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. HSS/N5501 Review patient's records for completeness 2. HSS/N5502 Maintain disease registries and clinical database 3. HSS/N5508 Maintain medical records for necessary compliances 4. HSS/N5509 Store medical records and maintain their confidentiality 5. HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others 6. HSS/N9616 Maintain professional & medico-legal conduct
Performance Criteria	As described in the relevant OS units

| Keywords/ Terms	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 organisation.
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.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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.
Scope	Scope is a 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 quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need to perform to the required standard.
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.

Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.

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)
OS	Occupational Standard(S)
QP	Qualification Pack
ICD	International Classification of Diseases
ICF	International Classification of Functioning, Disability and Health
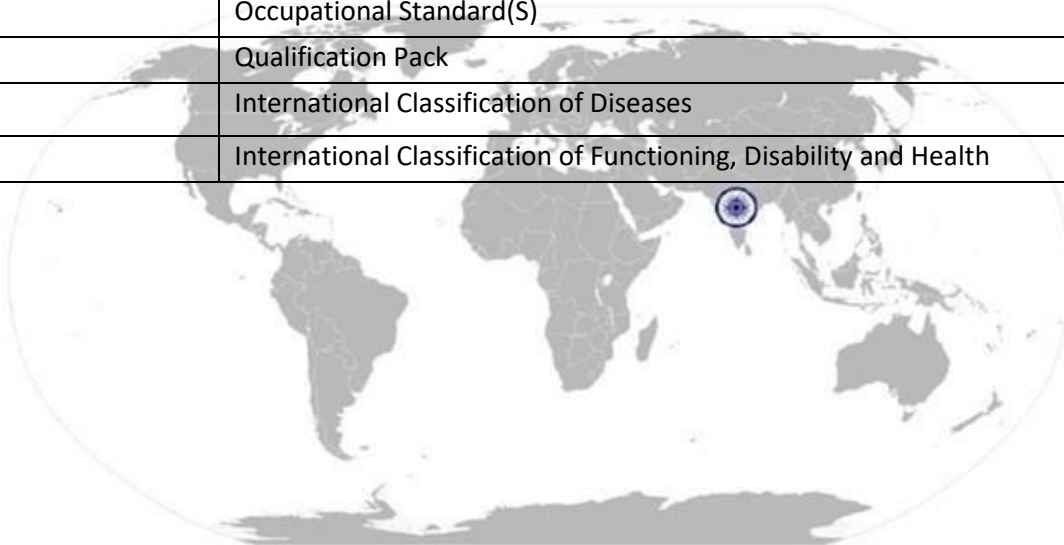
National Occupational Standard
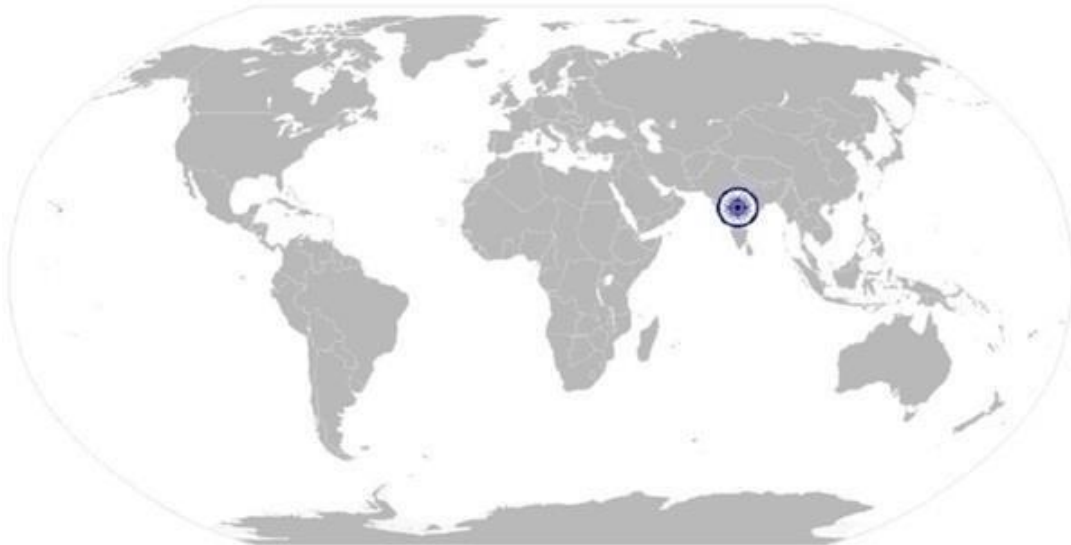
Overview

This OS unit is about reviewing patient's health-related data/ records for timeliness, completeness and appropriateness. It also includes organizing and evaluating the record of observations, medical or surgical interventions and treatment outcomes for completeness and accuracy.

HSS/N5501   **Review patient's records for completeness**

Unit Code Unit Title (Task)	HSS/N5501 Review patient's records for completeness
Description	This OS unit is about reviewing patient's health-related data/ records for timeliness, completeness and appropriateness. It also includes organizing and evaluating the record of observations, medical or surgical interventions and treatment outcomes for completeness and accuracy.
Scope	This unit/ task covers the following: • Assess completeness of patient's medical records

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Assess completeness of patient's medical records	To be competent, the user/individual on the job must be able to: 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. PC2. check that all patient related documents are authenticate and complete with presence of all the necessary information as per organizational policies PC3. complete the forms and files by seeking relevant information from the concerned department in case of incomplete documentation PC4. record the documentation using Hospital Information System (HIS) as per organizational policy and procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant legislations, standards, policies, and procedures followed by the provider KA2. importance of maintaining patient's confidentiality KA3. how to dress appropriately as per the guidelines of the organization KA4. established protocols for keeping and maintaining medical records as per organization's policy KA5. basic structure and functions of the healthcare system in the country KA6. basic structure and functions of healthcare facilities available at various levels e.g. hospice care, clinics

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. how to collect health information
	KB2. medical terminology and their usage covering full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations
	KB3. basic structure and function of the body system
	KB4. various bodily processes such as maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection, active and passive physical activities
	KB5. how to check medical records for required data
	KB6. correlation of laboratory test results, procedures, and treatments with diagnosis
	KB7. when to seek the help of nurse or concerned doctor
	KB8. HIMS: computerized data entry and information processing systems
	KB9. data collection methods for basic health care and research information

Skills (S)	
A. Core Skills / Generic Skill	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. write medical reports clearly and concisely in a proper format
	SA2. use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to:
	SA4. use effective communication with colleagues and other health professionals while maintaining a professional attitude
	SA5. 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 how to:
	Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB1. code files based on notes accompanying the document
	SB2. classify and file reports for the ease of retrieval by records
	SB3. arrange the file management area for easy access and efficiency

HSS/N5501   **Review patient's records for completeness**

|	
	SB4. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB5. maintain confidentiality of patient's data and reports
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. address lost file issues by checking probable locations and contacting concerned individuals
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. analyze medical records and diagnoses, to 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. evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/N5501		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026
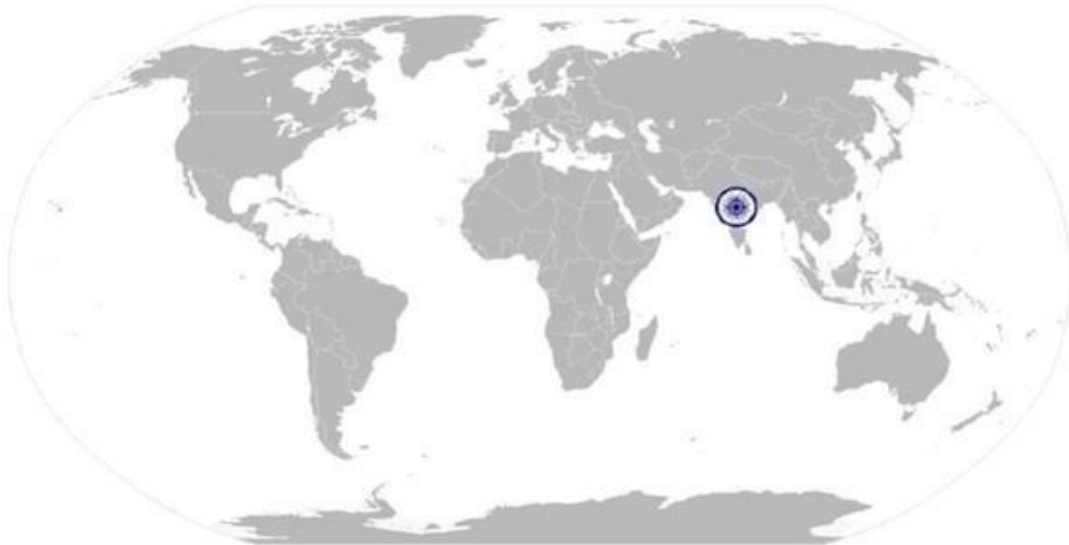
National Occupational Standard
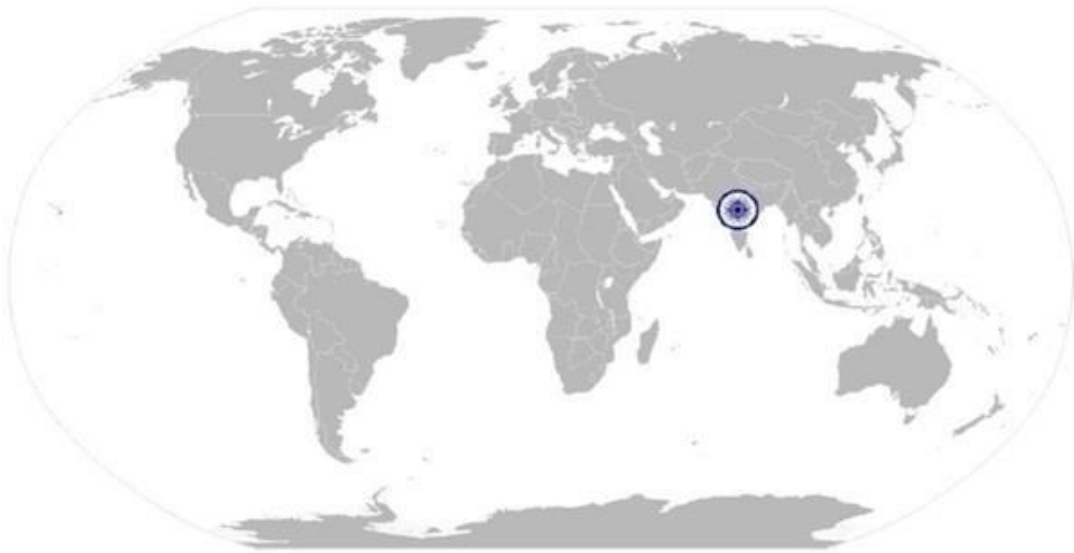
Overview

This OS unit describes the skills and knowledge required by a medical records assistant to maintain the disease registry and clinical database appropriately.

HSS/N5502 **Maintain disease registries and clinical database**

Unit Code	HSS/N5502
Unit Title (Task)	Maintain disease registries and clinical database
Description	This OS unit describes the skills and knowledge required by a medical records assistant to maintain the disease registry and clinical database appropriately.
Scope	This unit/ task covers the following: • assign standard codes and maintain disease registries and clinical database

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
assign standard codes and maintain records of disease registries and clinical database	To be competent, the user/individual on the job must be able to: PC1. identify standard codes related to disease, operation and /or procedure using latest International Classification of Disease (ICD) coding guidelines PC2. assign codes to all medical documents as per the organizational policies PC3. maintain the record of all relevant clinical data in Hospital Information and Management System (HIMS) 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.

| Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and processes)	The user/individual on the job needs to know and understand: KA1. relevant legislations, standards, policies, and procedures followed by the provider KA2. importance of maintaining patient's confidentiality KA3. how to dress appropriately as per the guidelines of the healthcare provider KA4. established protocols for keeping and maintaining medical records as per organization's policy KA5. basic structure and functions of the healthcare system in the country KA6. basic structure and functions of healthcare facilities available at various levels eg. hospice care, clinics
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. latest ICD codes and guidelines KB2. government policies on maintenance and retrieval of medical records KB3. medical diseases, terminologies and abbreviations KB4. how to accurately assign correct code to a particular disease KB5. how to identify records that are not coded

HSS/N5502   **Maintain disease registries and clinical database**

	KB6. how to compare the final diagnosis of the inpatient admission sheet to the one recorded on the discharge summary, history and physical and progress report, in addition to the operative and pathology reports KB7. what to do when there are discrepancies in information KB8. how to maintain the patient records in Hospital Information Management System (HIMS) KB9. how to use alphabetic index in medical records KB10. how to refer to the notes, modifiers, and sub terms under the main term KB11. how to follow any cross-reference instructions KB12. how to read instructions, terms, symbols, etc. which may further qualify the code KB13. basic structure and function of the body system KB14. measures for protection from infection
Skills (S)	
A. Core Skills / **Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with colleagues and other health professionals while maintaining a professional attitude SA4. 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 how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. code files based on notes accompanying the document SB2. classify and file reports for the ease of retrieval by records SB3. arrange the file management area for easy access and efficiency SB4. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand how to:

HSS/N5502   **Maintain disease registries and clinical database**

	SB5. maintain the confidentiality of patient's records and reports
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. address issues of lost files by checking at probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. analyse medical records and diagnosis, 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. evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
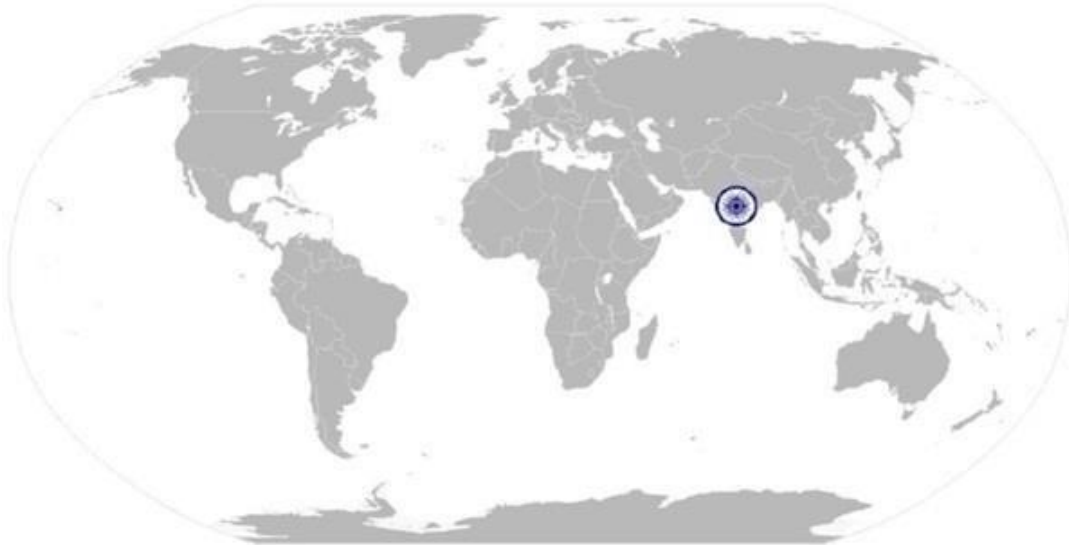
NOS Version Control

NOS Code	HSS/N5502		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026

National Occupational Standard

Overview

This OS unit is about the maintenance of medical records for necessary compliances as per the organizational policies and procedures

Unit Code	HSS/N5508
Unit Title (Task)	Maintain medical records for necessary compliances
Description	This OS unit is about the maintenance of medical records for necessary compliances as per the organizational policies and procedures
Scope	This unit/task covers the following: • Maintain the medical records for statutory, statistical and medico-legal compliances

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Maintain the medical records for statutory, statistical and medico-legal compliances	To be competent, the user/ individual on the job must be able to: PC1. maintain updated data for birth and death rates in the hospital PC2. provide the updated data to municipal corporations of respective areas/ districts for registration PC3. maintain updated data for communicable diseases/ endemic diseases PC4. provide updated data to government agencies as and when required PC5. maintain updated and complete records of in-patient and out-patient departments (IPD and OPD) PC6. keep track of surgeries, transplant, etc. and update relevant records PC7. maintain the periodic statistics of health-related data PC8. maintain the record of medico- legal cases as per organizational protocols PC9. maintain the records for required duration as per organizational requirements and guidelines PC10. retrieve the records as and when the requirement arises

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/ individual on the job needs to know and understand: KA1. relevant legislations, standards, policies, and procedures followed by the provider KA2. importance of maintaining patient's confidentiality KA3. how to dress appropriately as per the guidelines of the healthcare provider KA4. established protocols for keeping and maintaining medical records as per organization's policy KA5. basic structure and functions of the healthcare system in the country KA6. basic structure and functions of healthcare facilities available at various levels eg. hospice care, clinics
B. Technical Knowledge	The user/ individual on the job needs to know and understand: KB1. how to ensure that the medical data collected for births and deaths is accurate and all demographic and basic details are complete

HSS/N5508   **Maintain medical records for necessary compliances**

	KB2. process to provide the birth and death data to municipal corporation/ government bodies for maintaining the census and providing the registries to the concerned person's relatives
	KB3. how to record, access and provide data related to endemic and communicable diseases such as Dengue, Malaria, Hepatitis, Bird flu, Swine flu, HIV etc. respectively with demographic details to Government bodies for maintaining the report and statistics
	KB4. how to prepare the statistics for number of the Out-patient department (OPD) case, number of the surgeries performed, number of transplants, number of the Medical termination of pregnancy (MTP) cases, number of Medico-legal cases, details of attending physicians and surgeon, number of births, number of Infant and maternal mortality rates (IMR and MMR), Mortality Rates, duration of patient stay in the hospital
	KB5. common medical terminologies and abbreviations used
	KB6. laws related to medico legal record keeping
	KB7. how to record different type of cases separately
	KB8. duration of retaining the medical record as per the organizational protocols and policies
	KB9. how to maintain the patient's records in Hospital Information and Management System (HIMS)
Skills (S)	
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
	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to:
	SA4. use effective communication with colleagues and other health professionals while maintaining a professional attitude
	SA5. 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 how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to:

HSS/N5508   **Maintain medical records for necessary compliances**

	SB1. code files based on notes accompanying the document
	SB2. classify and file reports for the ease of retrieval by records
	SB3. arrange the file management area for easy access and efficiency
	SB4. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB5. maintain patient's confidentiality
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB6. address issues of lost files by checking at probable locations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. analyze 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. evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/N5508		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026
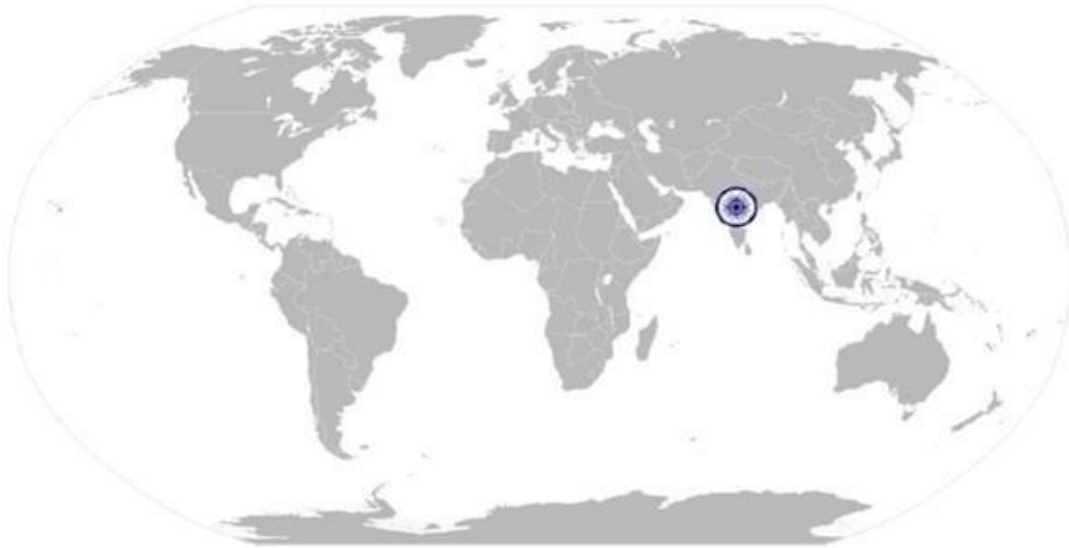
HSS/N5509   Store medical records and maintain their confidentiality

----

National Occupational Standard
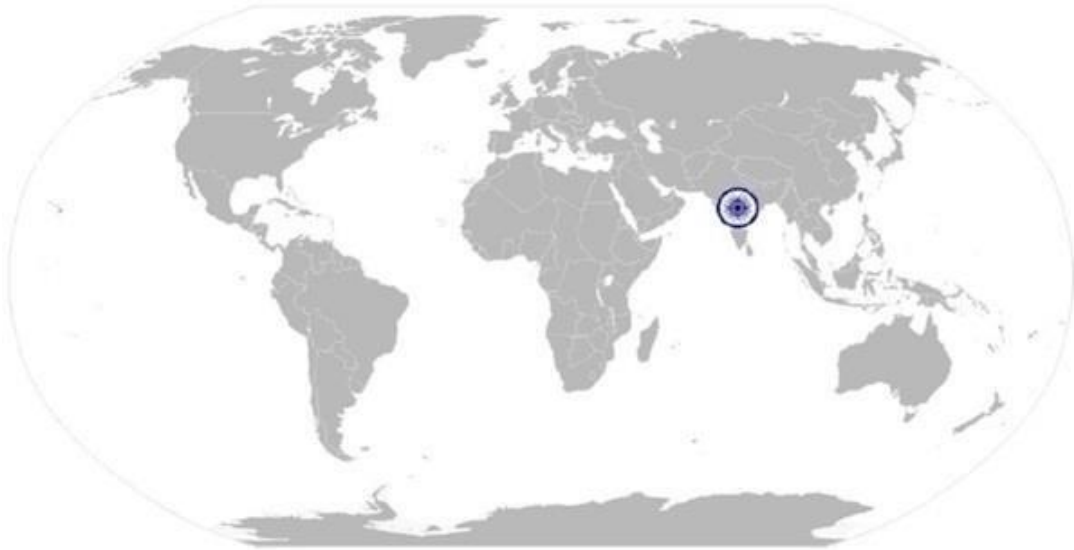
Overview

This OS unit is about the storage of medical records in record room and maintenance of their confidentiality.

HSS/N5509   Store medical records and maintain their confidentiality

Unit Code	HSS/N5509
Unit Title (Task)	Store medical records and maintain their confidentiality
Description	This OS unit is about the storage of medical records in record room and maintenance of their confidentiality.
Scope	This unit/ task covers the following: • Storage and retention of medical records • Maintain confidentiality

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Storage and retention of medical records	To be competent, the user/ individual on the job must be able to: PC1. review the medical records for completeness and maintain them as per the organization protocol PC2. store current and past records safely and securely as per organizational policy 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 PC4. dispose of medical records as per Standard Operating Procedure (SOPs)
Maintain confidentiality	To be competent, the user/ individual on the job must be able to: PC5. take written consent of authorized officer or follow organizational policy for sharing any patient related information to others PC6. ensure that medical records are kept secured and treated confidential

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant legislations, standards, policies, and procedures followed by the provider KA2. importance of maintaining patient's confidentiality KA3. how to dress appropriately as per the guidelines of the healthcare provider KA4. how to follow established protocols as defined in organization's policy while keeping and maintaining the medical records KA5. basic structure and function of the healthcare system in the country KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA7. process of releasing any information related to patient records as per organizational policies
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to use correct code

HSS/N5509   Store medical records and maintain their confidentiality

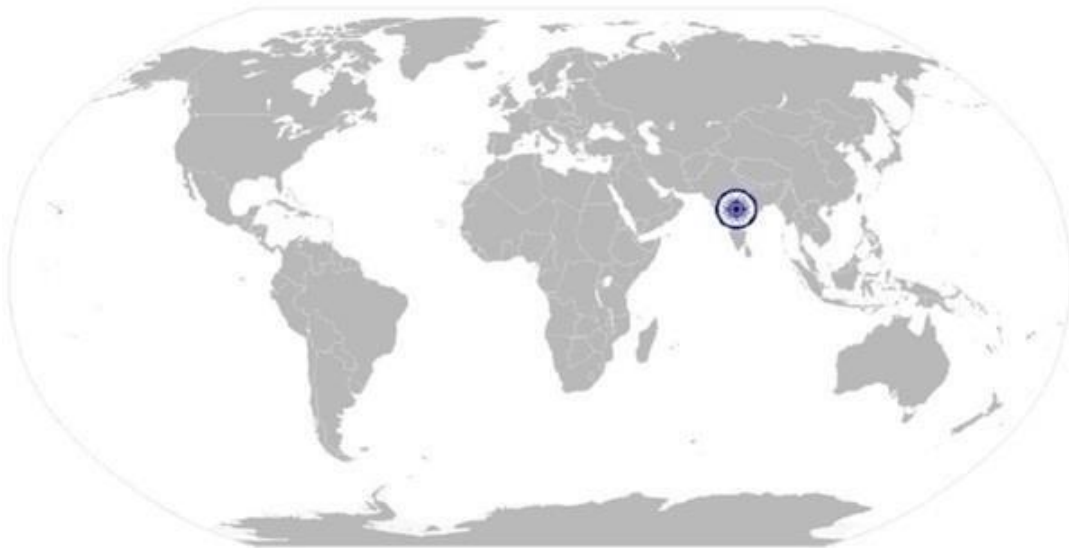|	
	KB2. how to check and address incomplete data
	KB3. storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant
	KB4. how to preserve the records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust
	KB5. medical records issuance procedures and how to check related authorization
	KB6. common purpose for which medical records may be sought by various people
	KB7. measures to ensure maximum security against loss, tampering and from use by any unauthorized individual of medical records
	KB8. how to ensure that only authorized persons enter in the medical records department or access to patient medical records out of the department;
	KB9. how to ensure that patients or their relatives doesn't carry the patient files or keep them in their possessions
	KB10. what constitutes breach of confidentiality in relation to patient medical records
	KB11. likely implications of disclosure of any information to unauthorized persons
	KB12. how to maintain the patient's records in HIMS
Skills (S)	
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 strategies
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read and correctly interpret written sentences and paragraphs in work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA4. use effective communication with colleagues and other health professionals while maintaining a professional attitude SA5. 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 how to: Not Applicable

HSS/N5509   Store medical records and maintain their confidentiality

Plan and Organize
The user/individual on the job needs to know and understand how to:
SB1. code files based on notes accompanying the document
SB2. classify and file reports for the ease of retrieval by records
SB3. arrange records properly in shelves in numeric order to facilitate easy retrieval when required
SB4. develop specific goals and plans to priorities, organize, and accomplish work
Customer Centricity
The user/individual on the job needs to know and understand how to:
SB5. maintain patient's confidentiality
Problem Solving
The user/individual on the job needs to know and understand how to:
SB6. address lost file issues by checking at probable locations
SB7. retrieve required patient's information from the database by running effective queries
Analytical Thinking
The user/individual on the job needs to know and understand how to:
SB8. analyse 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:
SB9. evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
SB10. 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

HSS/N5509   **Store medical records and maintain their confidentiality**

NOS Version Control

NOS Code	HSS/N5509		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026

National Occupational Standard
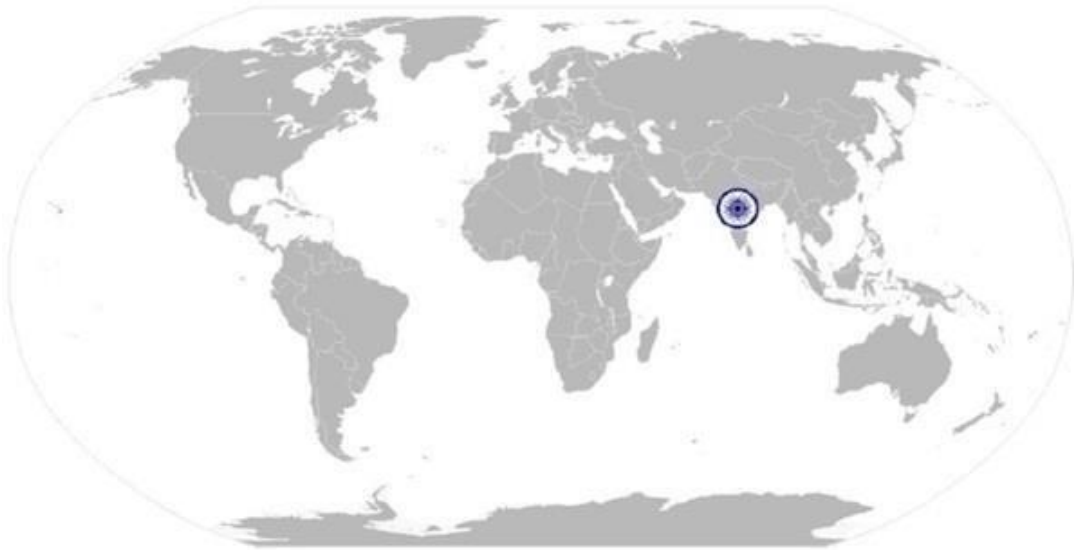
Overview

This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients and their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

Unit Code	HSS/N9615
Unit Title (Task)	**Maintain interpersonal relationship with patients, colleagues and others**
Description	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients and their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
Scope	This unit/ task covers the following: • Communicate and maintain professional behavior with co-workers and patients and their families • Work with other people to meet requirements • Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Communicate and maintain professional behavior with co-workers and patients & their families	To be competent, the user/ individual on the job must be able to: PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them 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
Work with other people to meet requirements	To be competent, the user/ individual on the job must be able to: 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
Establish and manage requirements,	To be competent, the user/ individual on the job must be able to: PC14. establish, agree, and record the work requirements clearly

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others
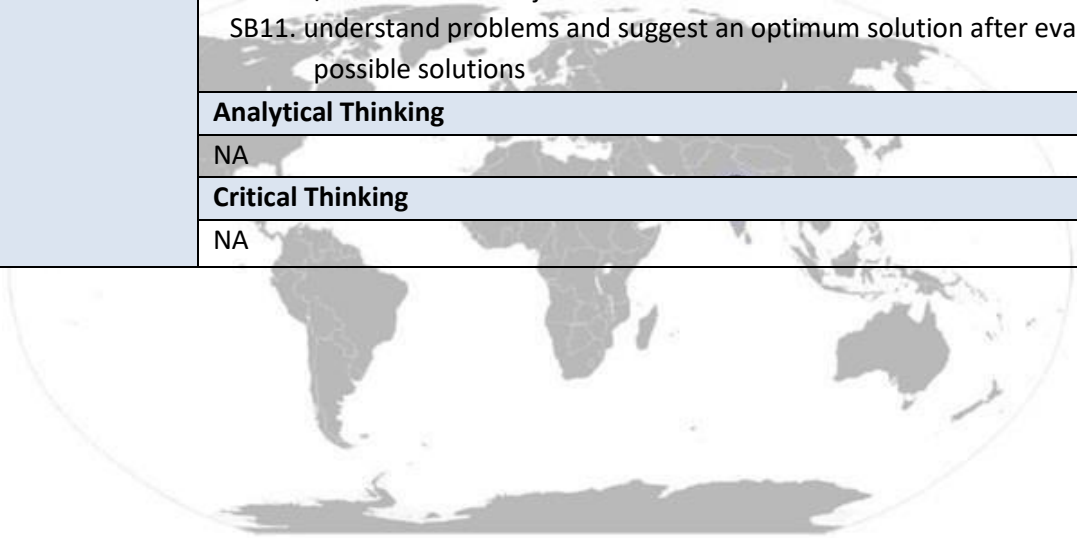
planning and organizing work, ensuring accomplishment of the requirements	PC15. ensure his/her work meets the agreed requirements PC16. treat confidential information correctly PC17. work in line with the organization's procedures and policies and within the limits of his/ her job role
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/ individual on the job needs to know and understand: KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. business, mission, and objectives of the organization KA4. scope of work of the role KA5. responsibilities and strengths of the team and their importance to the organization KA6. information that is considered confidential to the organization KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9. relevant policies and procedures of the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2. how to handle stressful or risky situations when communicating with patients and/ or other individuals KB3. when to ask for assistance when situations are beyond one's competence and authority KB4. how to maintain confidentiality and to respect an individual's need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. essential information that needs to be shared with other people KB8. importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. importance of integrating ones work effectively with others KB10. types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. types of opportunities an individual may seek out to improve relationships with others KB12. how to deal with difficult working relationships with other people to sort out

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

	KB13. importance of asking the appropriate individual for help when required
	KB14. importance of planning, prioritizing and organizing, timely work KB15. the importance of clearly establishing work requirement
	KB15. importance of being flexible in changing priorities when the importance and urgency comes into play
	KB16. how to make efficient use of time, and to avoid things that may prevent work
	deliverables from being expedited
	KB17. importance of keeping the work area clean and tidy
Skills (S)	
A. Core Skills/ **Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. write effective communications to share information with the team members and other people outside the team
	SA2. write at least one local/ official language used in the local community
	SA3. report progress and results
	SA4. record problems and resolutions
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA5. read and understand work related documents and information shared by different sources
	SA6. read organizational policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA7. communicate essential information to colleagues face-to-face or through telecommunication
	SA8. speak at least one local language
	SA9. question others appropriately in order to understand the nature of the request or compliant
	SA10. report progress and results
	SA11. interact with other individuals
	SA12. negotiate requirements and revised agreements for delivering them
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB2. plan and organize files and documents

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. be responsive to problems of the individuals
	SB4. be available to guide, counsel and help individuals when required
	SB5. be patient and non-judgmental at all times
	SB6. communicate effectively with patients and their family, physicians, and other members of the health care team
	SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	SB8. be sensitive to potential cultural differences
	SB9. maintain patient confidentiality
	SB10. respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB11. understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	NA
	Critical Thinking
	NA

NOS Version Control

NOS Code	HSS/N9615		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026

National Occupational Standard
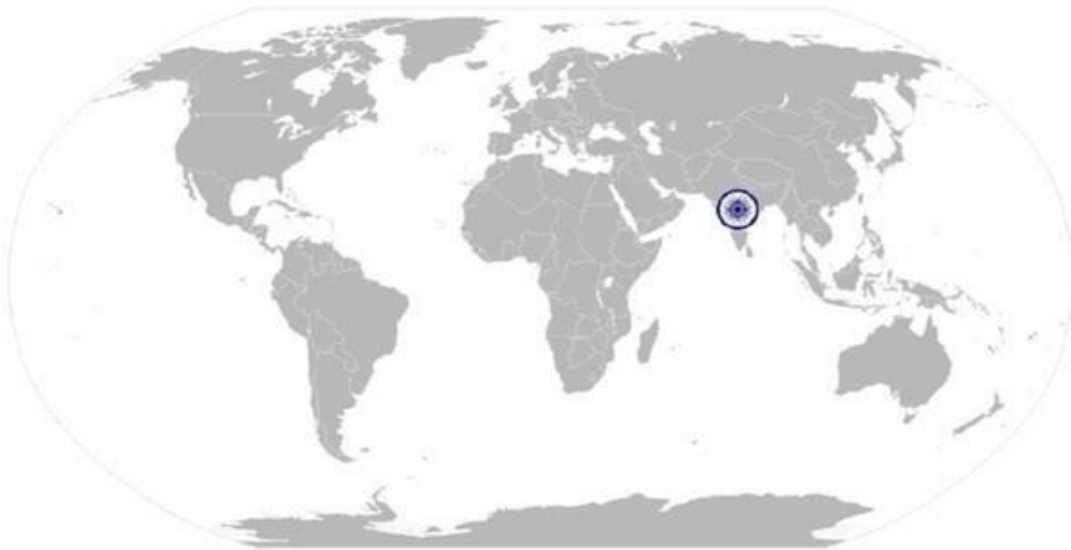
Overview

This OS unit is about maintaining a professional and medico-legal conduct in the medical environment.

HSS/N9616   **Maintain professional & medico-legal conduct**

Unit Code	HSS/N9616
Unit Title (Task)	Maintain Professional & Medico-legal conduct
Description	This OS unit is about maintaining a professional and medico-legal conduct in the medical environment.
Scope	This unit/task covers the following: • Maintain professional behaviour • Act within the limit of one's competence and authority • Follow the code of conduct and demonstrating best practices in the field

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Maintain professional behavior	To be competent, the user/individual on the job must be able to: PC1. respect patient's individual values and needs 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
Act within the limit of one's competence and authority	To be competent, the user/individual on the job must be able to: 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
Follow the code of conduct and demonstrate best practices in the field	To be competent, the user/individual on the job must be able to: 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
Knowledge and Understanding (K)	

HSS/N9616   **Maintain professional & medico-legal conduct**
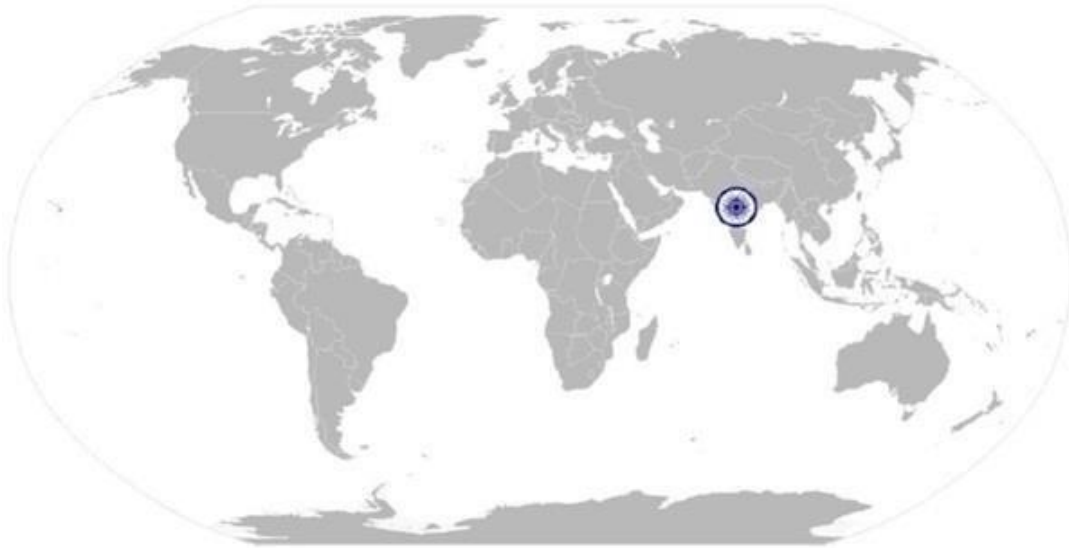
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the relevant legislation, standards, policies, and procedures followed in the organization KA2. the medical procedures and functioning of required medical equipment KA3. role and importance of assisting other healthcare providers in delivering care KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care KA5. personal hygiene measures and handling techniques
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. the limitations and scope of the role and responsibilities of self and others KB2. the importance of working within the limits of one's competence and authority KB3. the importance of personally promoting and demonstrating good practice KB4. the detrimental effects of non-compliance KB5. the importance of intercommunication skills KB6. the legislation, protocols and guidelines affecting one's work KB7. the organizational systems and requirements relevant to one's 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. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements KB11. how to report and minimize risks KB12. the principle of meeting the organization's needs, and how this should enable one to recognize one's own limitations and when one should seek support from others KB13. one's job role and job responsibility KB14. the job role and responsibilities of co workers KB15. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported KB16. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization KB17. 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 KB18. risks related to quality and safety

HSS/N9616   **Maintain professional & medico-legal conduct**

	Risks: working outside the boundaries of competence and authority, not keeping up to date with best practice, poor communication, Insufficient support, Lack of resources
	KB19. the importance of personal hygiene

Skills (S)	
A. Core Skills / Generic Skills	**Reading 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
	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA5. keep updated with the latest knowledge
	SA6. read about changes in legislations and organizational policies
	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
	SB2. act decisively by balancing protocols and work at hand
	Plan and Organize
	NA
	Customer Centricity
	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. be responsive and 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
	NA
	Analytical Thinking

HSS/N9616   **Maintain professional & medico-legal conduct**

	NA
	Critical Thinking
	NA

NOS Version Control

NOS Code	HSS/N9616		
Credits	TBD	**Version number**	1.0
Industry	Healthcare	**Drafted on**	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	**Last reviewed on**	07/01/2021
Occupation	Non-Direct Care	**Next review date**	07/01/2026
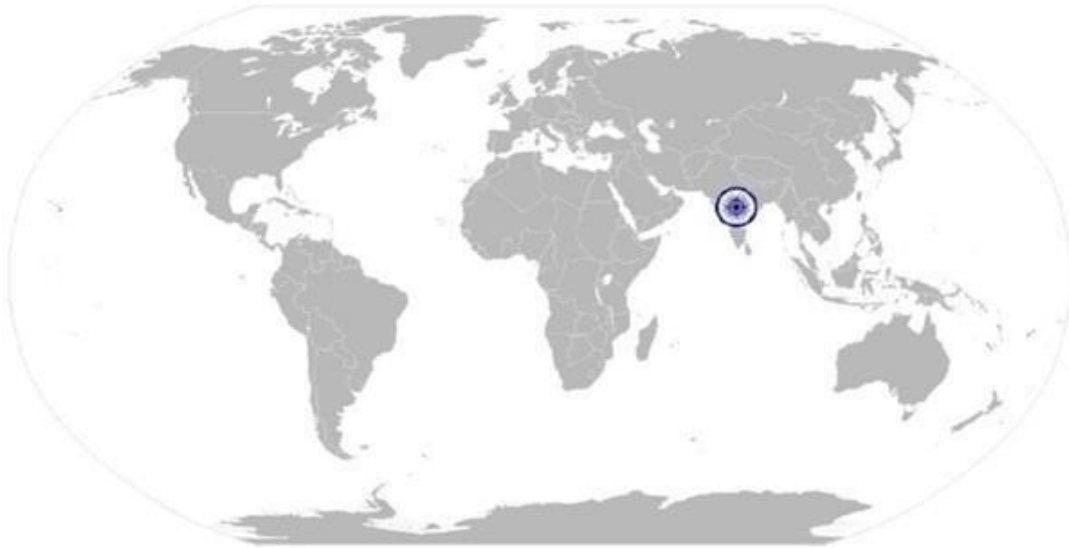
Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)
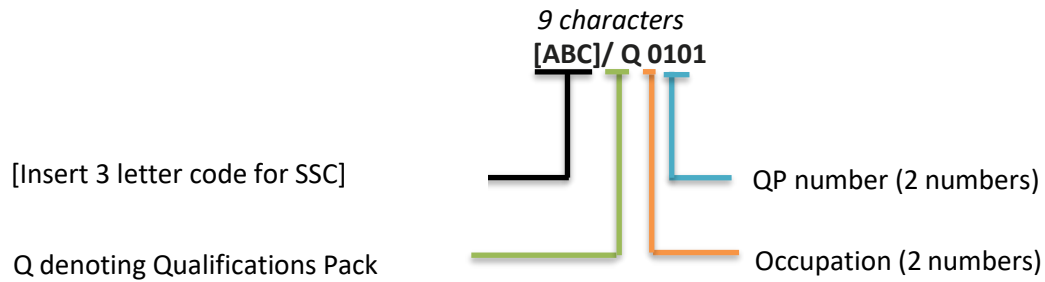
Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] /N0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)
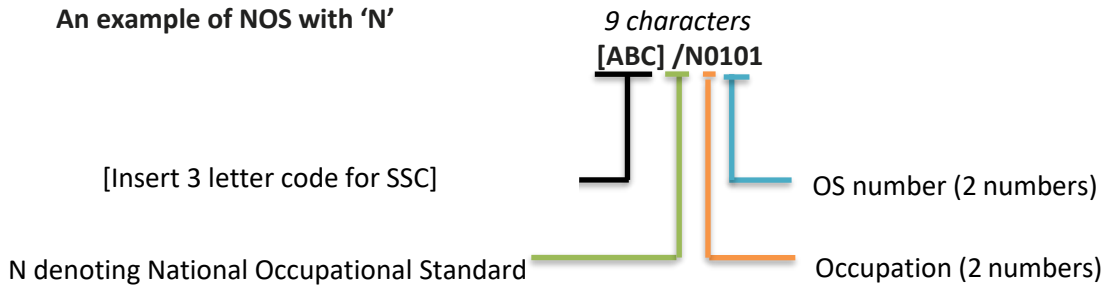
 Back to top…

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Community Related	76-85
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry Name	HSS
Slash	/	/
Next letter	Whether **Q**P or **N**OS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria for Assessment of Trainees

Job Role: Medical Records Assistant

Qualification Pack: HSS/Q5501

Sector Skill Council: Healthcare Sector Skill Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below.)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

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	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	

clinical database	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					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)	266	75	40	40	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					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	241	86	40	40	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					
	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**