

QUALIFICATION PACK - OCCUPATIONAL STANDARDS FOR HEALTH CARE

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

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	16/12/2019
	Occupation	Non-Direct Care	Next review date	16/12/2024
	NSQC Clearance on	NA		

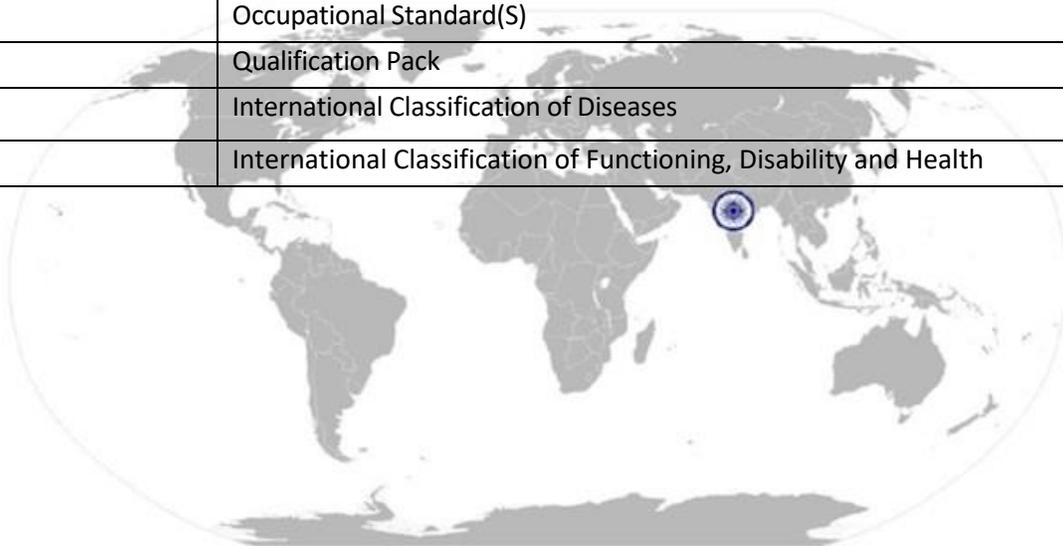
Job Role	Medical Records Assistant
Role Description	The individual compiles, processes, and maintains medical records of patients in a manner which meets the medical, administrative, ethical, legal, and regulatory requirements of the health care system following its latest coding systems and standards.
NSQF Level	4
Minimum Educational Qualifications	12 th Standard pass (Science)
Maximum Educational Qualifications	Not Applicable
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HSS/N5501 Review patient’s records for completeness HSS/N5502 Maintain disease registries and clinical database HSS/N5508 Maintain medical records for necessary compliances HSS/N5509 Store medical records and maintain their confidentiality HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others HSS/N9616 Maintain professional & medico-legal conduct HSS/N9617 Maintain a safe, healthy and secure working environment HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols
Performance Criteria	As described in the relevant OS units

Definitions

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.

Acronyms

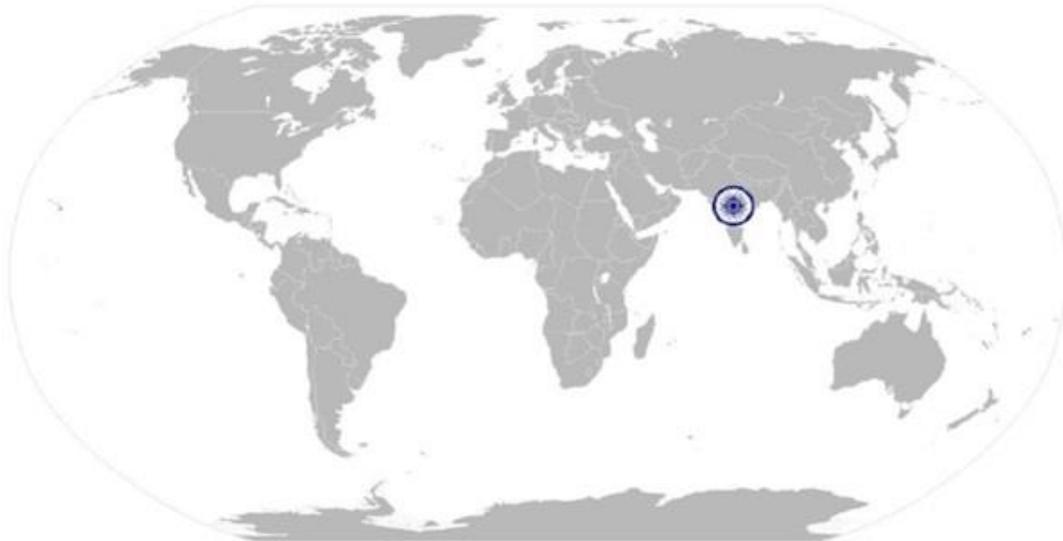
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any 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



HSS/N5501

Review patient's records for completeness

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

National Occupational Standard	Unit Code	HSS/N5501
	Unit Title (Task)	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: <ul style="list-style-type: none"> 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: <p>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.</p> <p>PC2. check that all patient related documents are authenticate and complete with presence of all the necessary information as per organizational policies</p> <p>PC3. complete the forms and files by seeking relevant information from the concerned department in case of incomplete documentation</p> <p>PC4. record the documentation using Hospital Information System (HIS) as per organizational policy and procedures</p>
	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: <p>KA1. relevant legislations, standards, policies, and procedures followed by the provider</p> <p>KA2. importance of maintaining patient's confidentiality</p> <p>KA3. how to dress appropriately as per the guidelines of the organization</p> <p>KA4. established protocols for keeping and maintaining medical records as per organization's policy</p> <p>KA5. basic structure and functions of the healthcare system in the country</p> <p>KA6. basic structure and functions of healthcare facilities available at various levels e.g. hospice care, clinics</p>

HSS/N5501

Review patient's records for completeness

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to collect health information</p> <p>KB2. medical terminology and their usage covering full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations</p> <p>KB3. basic structure and function of the body system</p> <p>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</p> <p>KB5. how to check medical records for required data</p> <p>KB6. correlation of laboratory test results, procedures, and treatments with diagnosis</p> <p>KB7. when to seek the help of nurse or concerned doctor</p> <p>KB8. HIMs: computerized data entry and information processing systems</p> <p>KB9. data collection methods for basic health care and research information</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skill</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write medical reports clearly and concisely in a proper format</p> <p>SA2. use effective written communication protocols</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. read and correctly interpret work related documents</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. use effective communication with colleagues and other health professionals while maintaining a professional attitude</p> <p>SA5. communicate with the concerned person if the information provided or the medical records are not complete</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>Not Applicable</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. code files based on notes accompanying the document</p> <p>SB2. classify and file reports for the ease of retrieval by records</p> <p>SB3. arrange the file management area for easy access and efficiency</p>

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	



HSS/N5501

Review patient's records for completeness

NOS Version Control

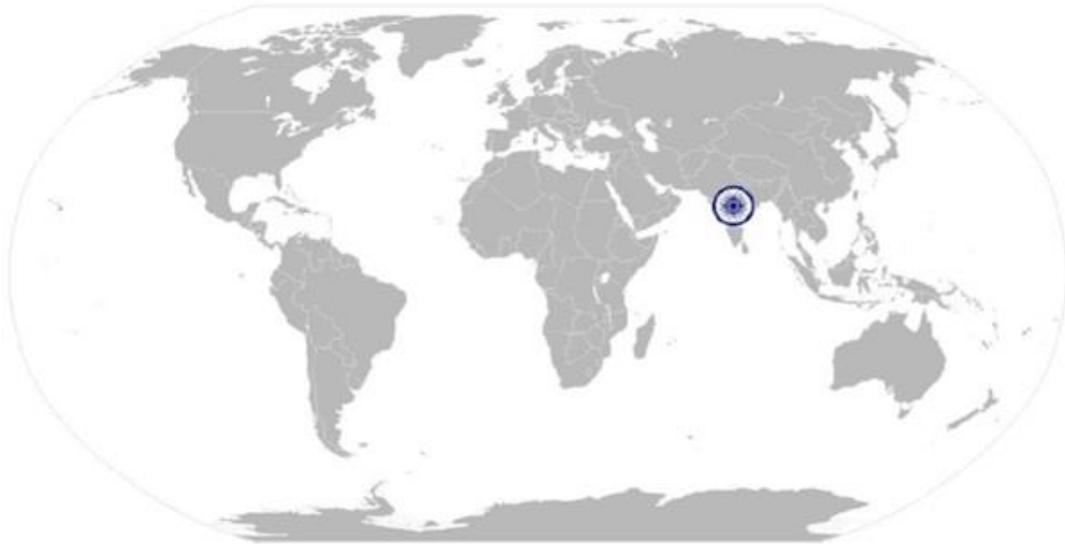
NOS Code	HSS/N5501		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



HSS/N5502

Maintain disease registries and clinical database

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

National Occupational Standard	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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

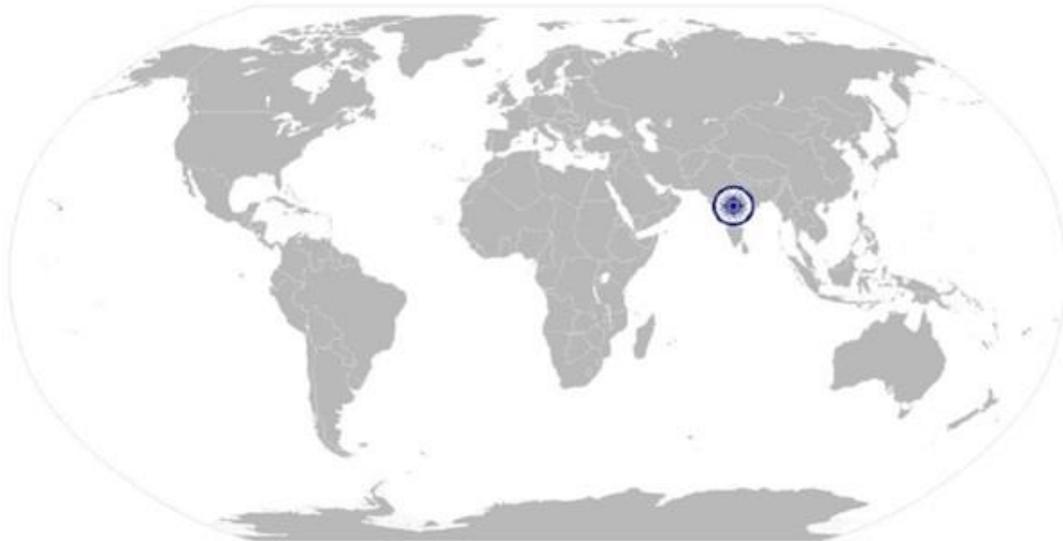
Maintain disease registries and clinical database

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

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	

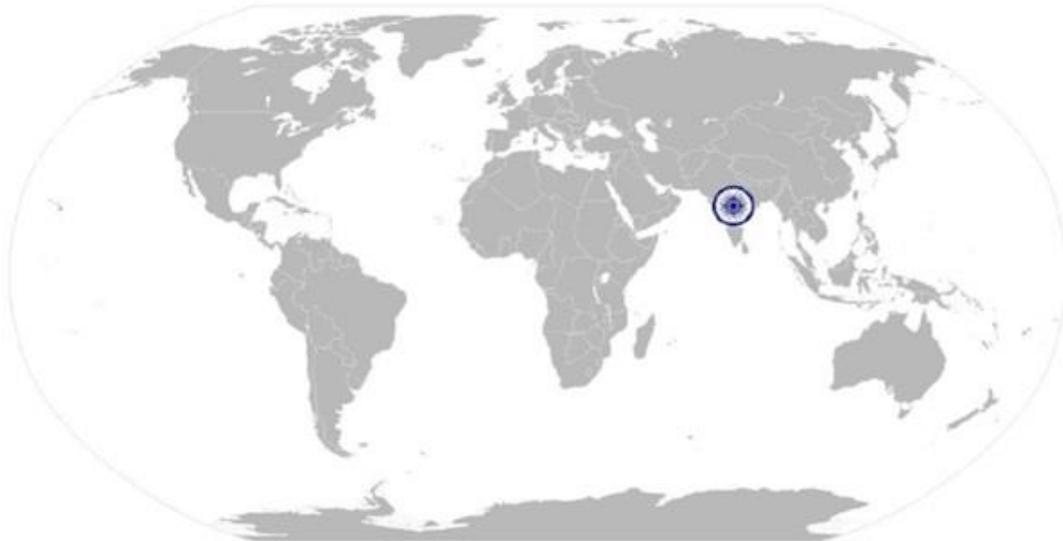


HSS/N5502

Maintain disease registries and clinical database

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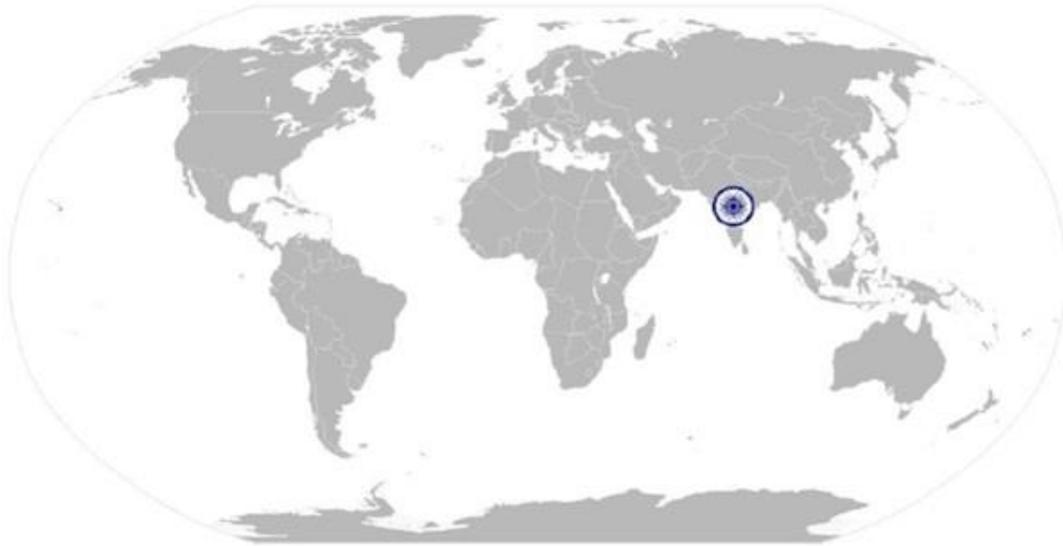
NOS Code	HSS/N5502		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



HSS/N5508

Maintain medical records for necessary compliances

National Occupational Standard



Overview

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

HSS/N5508 Maintain medical records for necessary compliances

National Occupational Standard

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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> KB1. how to ensure that the medical data collected for births and deaths is accurate and all demographic and basic details are complete

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Maintain medical records for necessary compliances

	<p>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</p> <p>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</p> <p>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</p> <p>KB5. common medical terminologies and abbreviations used</p> <p>KB6. laws related to medico legal record keeping</p> <p>KB7. how to record different type of cases separately</p> <p>KB8. duration of retaining the medical record as per the organizational protocols and policies</p> <p>KB9. how to maintain the patient’s records in Hospital Information and Management System (HIMS)</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SA3. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
B. Professional Skills	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Decision Making
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to:

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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	

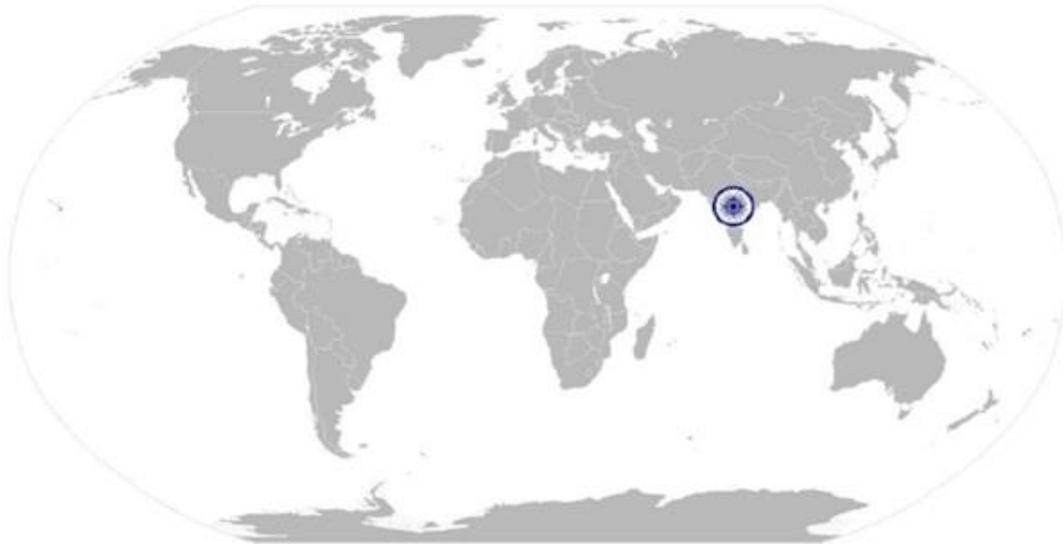


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Maintain medical records for necessary compliances

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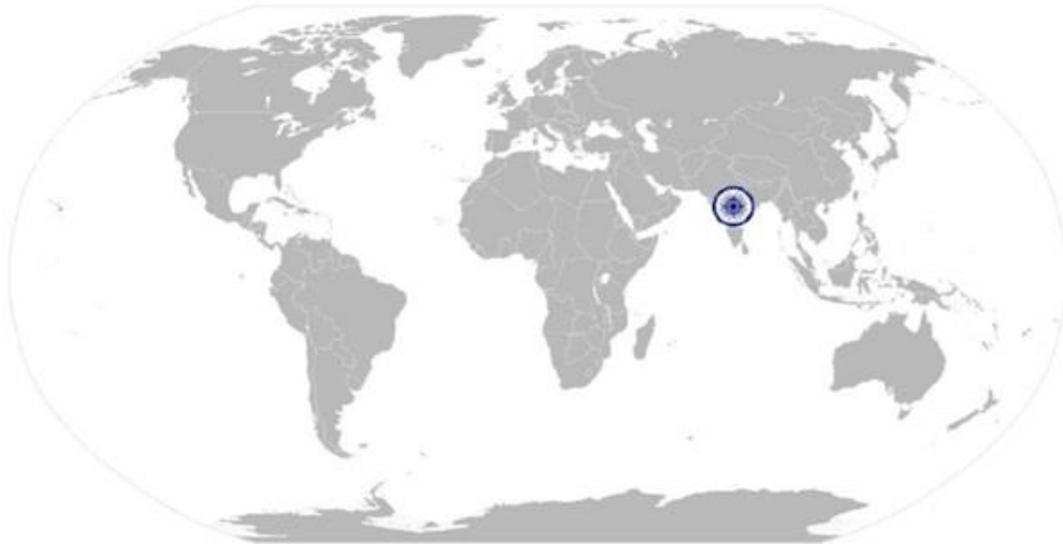
NOS Code	HSS/N5508		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



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

National Occupational Standard

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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> KB1. how to use correct code

HSS/N5509 Store medical records and maintain their confidentiality

	<p>KB2. how to check and address incomplete data</p> <p>KB3. storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant</p> <p>KB4. how to preserve the records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust</p> <p>KB5. medical records issuance procedures and how to check related authorization</p> <p>KB6. common purpose for which medical records may be sought by various people</p> <p>KB7. measures to ensure maximum security against loss, tampering and from use by any unauthorized individual of medical records</p> <p>KB8. how to ensure that only authorized persons enter in the medical records department or access to patient medical records out of the department;</p> <p>KB9. how to ensure that patients or their relatives doesn't carry the patient files or keep them in their possessions</p> <p>KB10. what constitutes breach of confidentiality in relation to patient medical records</p> <p>KB11. likely implications of disclosure of any information to unauthorized persons</p> <p>KB12. how to maintain the patient's records in HIMS</p>
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Skills (S)

A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SA3. read and correctly interpret written sentences and paragraphs in work related documents
	Oral Communication (Listening and Speaking Skills)
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: Not Applicable

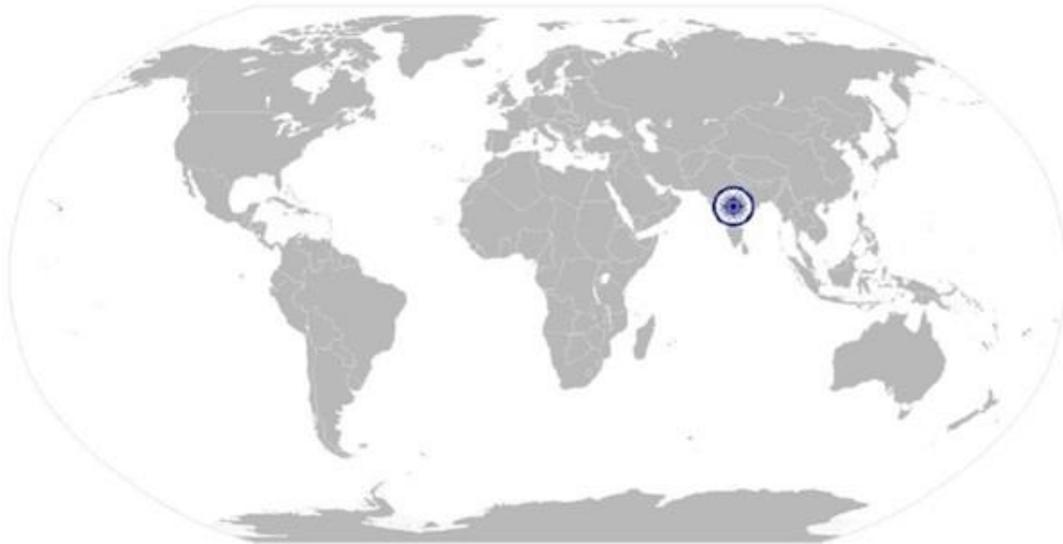
HSS/N5509 Store medical records and maintain their confidentiality

	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SB5. maintain patient’s confidentiality
	Problem Solving
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

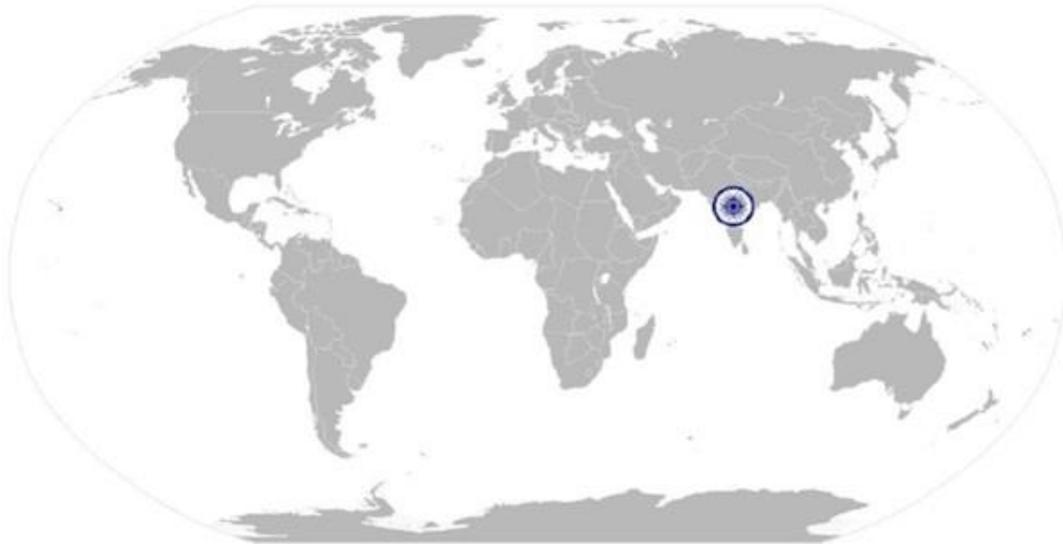
NOS Version Control

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	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



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

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

National Occupational Standard

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	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • 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	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them</p> <p>PC2. utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. confirm that the needs of the individual have been met</p> <p>PC4. respond to queries and information needs of all individuals</p> <p>PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. respect the individual's need for privacy</p> <p>PC7. maintain any records required at the end of the interaction</p>
Work with other people to meet requirements	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC8. integrate one's work with another people's work effectively</p> <p>PC9. utilize time effectively and pass on essential information to other people on timely basis</p> <p>PC10. work in a way that shows respect for other people</p> <p>PC11. carry out any commitments made to other people</p> <p>PC12. reason out the failure to fulfill commitment</p> <p>PC13. identify any problems with team members and other people and take the initiative to solve these problems</p>
Establish and manage requirements,	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC14. establish, agree, and record the work requirements clearly</p>

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

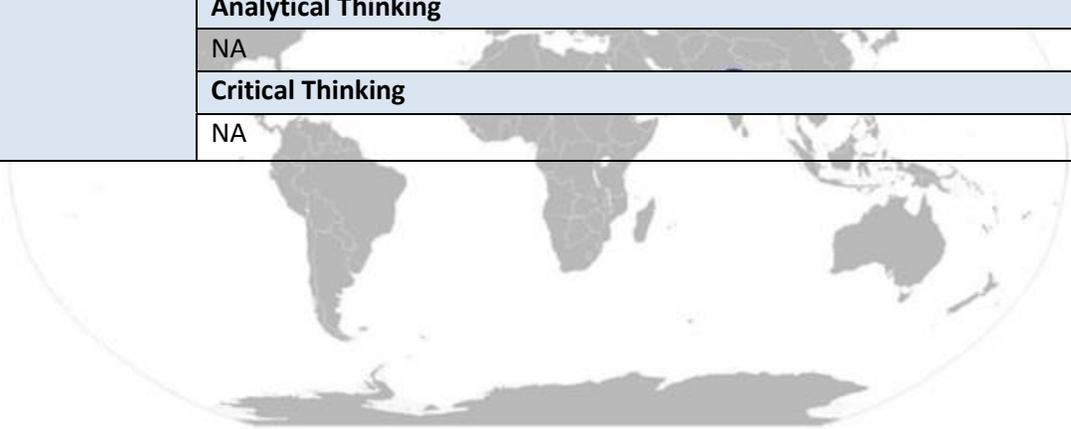
<p>planning and organizing work, ensuring accomplishment of the requirements</p>	<p>PC15. ensure his/her work meets the agreed requirements</p> <p>PC16. treat confidential information correctly</p> <p>PC17. work in line with the organization's procedures and policies and within the limits of his/ her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

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

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

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

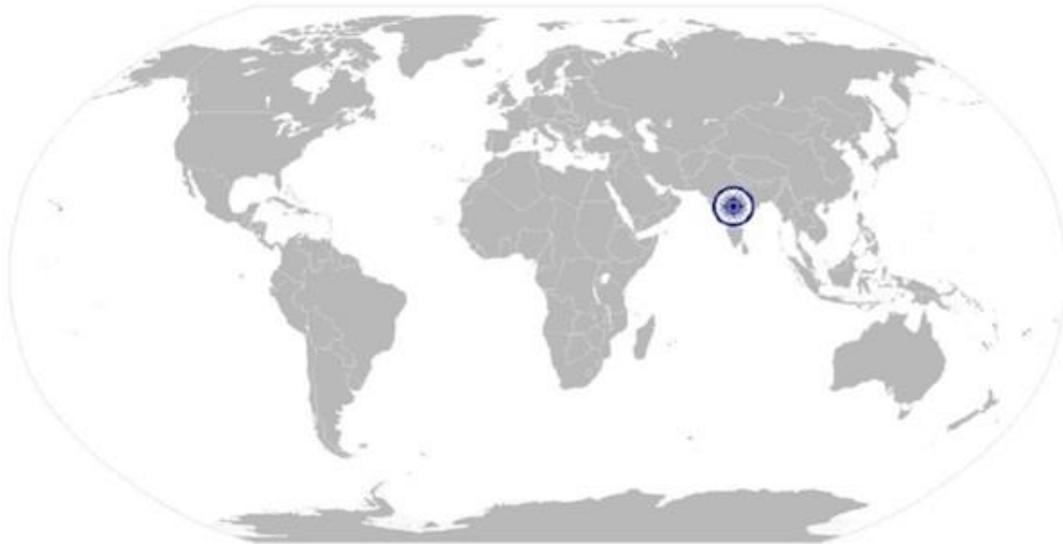
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. be responsive to problems of the individuals
	SB4. be available to guide, counsel and help individuals when required
	SB5. be patient and non-judgmental at all times
	SB6. communicate effectively with patients 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	



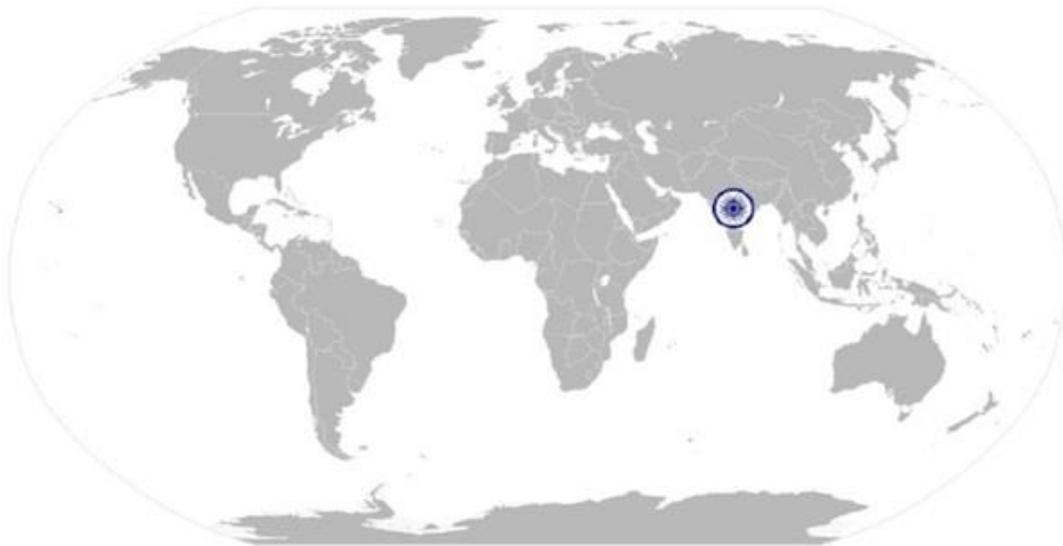
HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

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	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



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

National Occupational Standard	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	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • 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	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. respect patient’s individual values and needs</p> <p>PC2. maintain patient’s confidentiality</p> <p>PC3. meet timelines for each assigned task</p> <p>PC4. respect patient’s dignity and use polite language to communicate</p> <p>PC5. maintain professional environment</p>
	Act within the limit of one’s competence and authority	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. work within organizational systems and requirements as appropriate to one’s role</p> <p>PC7. adhere to legislation, protocols and guidelines relevant to one’s role and field of practice</p> <p>PC8. maintain competence within one’s role and field of practice</p> <p>PC9. evaluate and reflect on the quality of one’s work and make continuing improvements</p> <p>PC10. use relevant research-based protocols and guidelines as evidence to inform one’s practice</p>
	Follow the code of conduct and demonstrate best practices in the field	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority</p> <p>PC12. promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC13. identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem</p> <p>PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare</p>
	Knowledge and Understanding (K)	

HSS/N9616 Maintain professional & medico-legal conduct

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> 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
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> 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

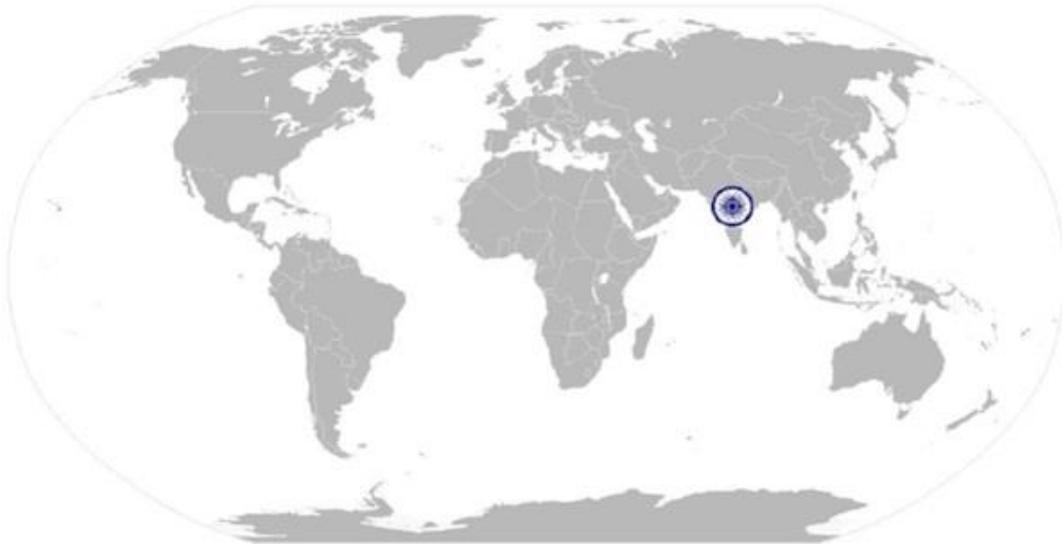
HSS/N9616 Maintain professional & medico-legal conduct

	<p>Risks: working outside the boundaries of competence and authority, not keeping up to date with best practice, poor communication, Insufficient support, Lack of resources</p> <p>KB19. the importance of personal hygiene</p>
Skills (S)	
A. Core Skills / Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

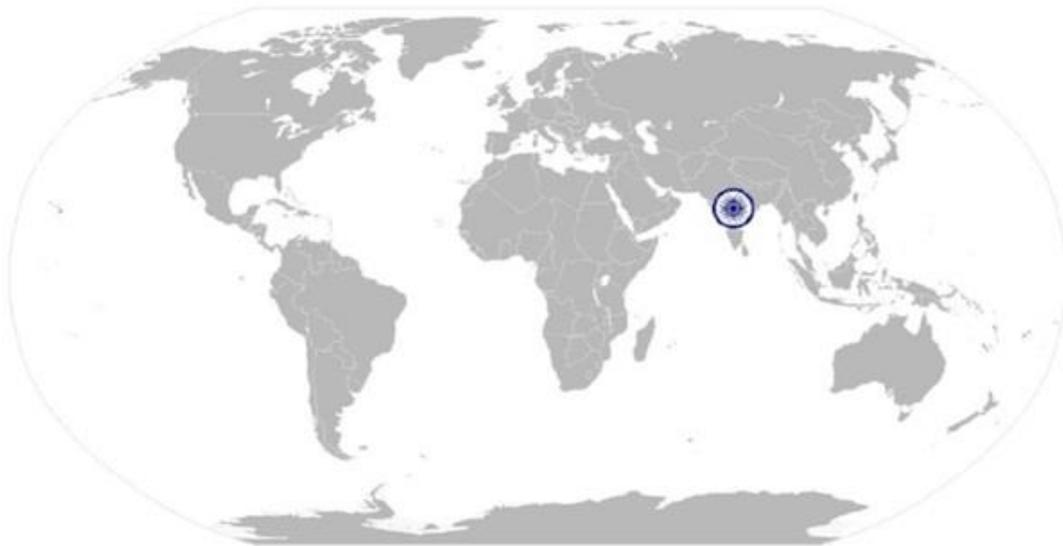


HSS/N9616

Maintain professional & medico-legal conduct

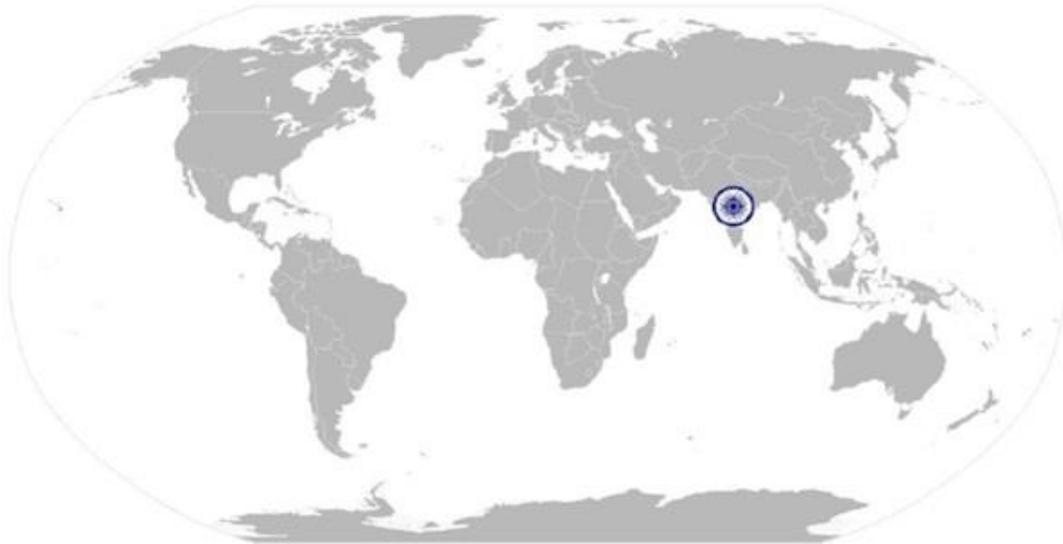
NOS Version Control

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	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



HSS/N9617 Maintain a safe, healthy and secure working environment

National Occupational Standard



Overview

This OS unit is about monitoring the working environment and ensuring safe, healthy, secure and effective working conditions.

HSS/N9617 Maintain a safe, healthy and secure working environment

National Occupational Standard

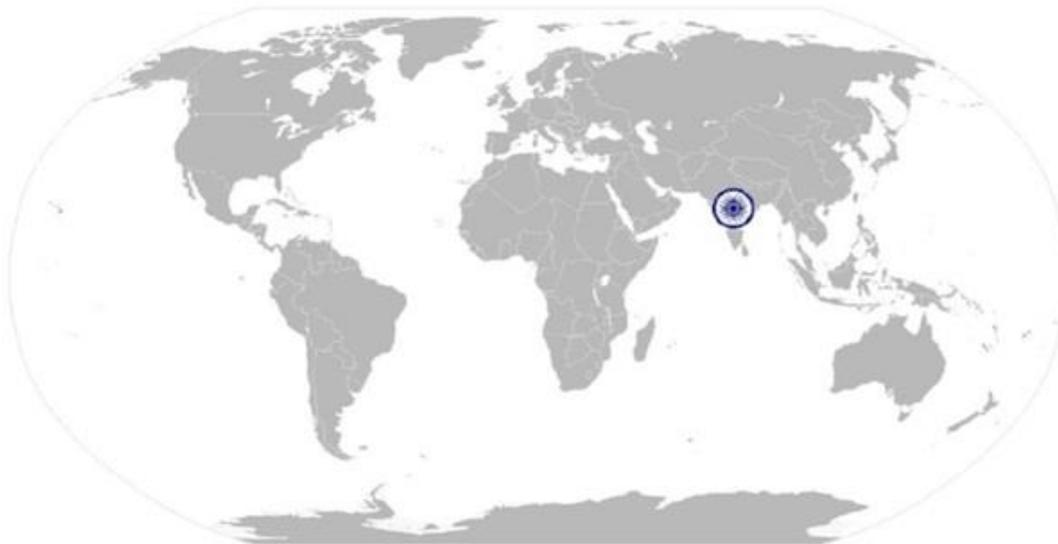
Unit Code	HSS/N9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring safe, healthy, secure and effective working conditions.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Comply the health, safety and security requirements and procedures for workplace • Handle any hazardous situation with safely, competently and within the limits of authority • Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Comply the health, safety and security requirements and procedures for workplace	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. comply with health, safety and security procedures for the workplace</p> <p>PC3. comply with health, safety and security procedures and protocols for environmental safety</p>
Handle any hazardous situation with safely, competently and within the limits of authority	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. identify potential hazards and breaches of safe work practices</p> <p>PC5. identify and interpret various hospital codes for emergency situations</p> <p>PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable</p> <p>PC8. follow the organization’s emergency procedures promptly, calmly, and efficiently</p> <p>PC9. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. complete any health and safety records legibly and accurately</p>
Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC11. report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately</p>
Knowledge and Understanding (K)	

HSS/N9617 Maintain a safe, healthy and secure working environment

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. importance of health, safety, and security in the workplace</p> <p>KA2. basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. person(s) responsible for maintaining healthy, safe and secure workplace</p> <p>KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. responsibilities of individual to maintain safe, healthy and secure workplace</p> <p>KA6. how to report the hazard</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. requirements of health, safety and security in workplace</p> <p>KB2. how to create safety records and maintaining them</p> <p>KB3. importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. how to identify health, safety, and security hazards</p> <p>KB6. importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. report and record incidents</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read and understand company policies and procedures</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. report hazards and incidents with the appropriate level of urgency clearly</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan for safety of the work environment</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. communicate effectively with patients and their family, physicians, and other members of the health care team</p>

HSS/N9617 Maintain a safe, healthy and secure working environment

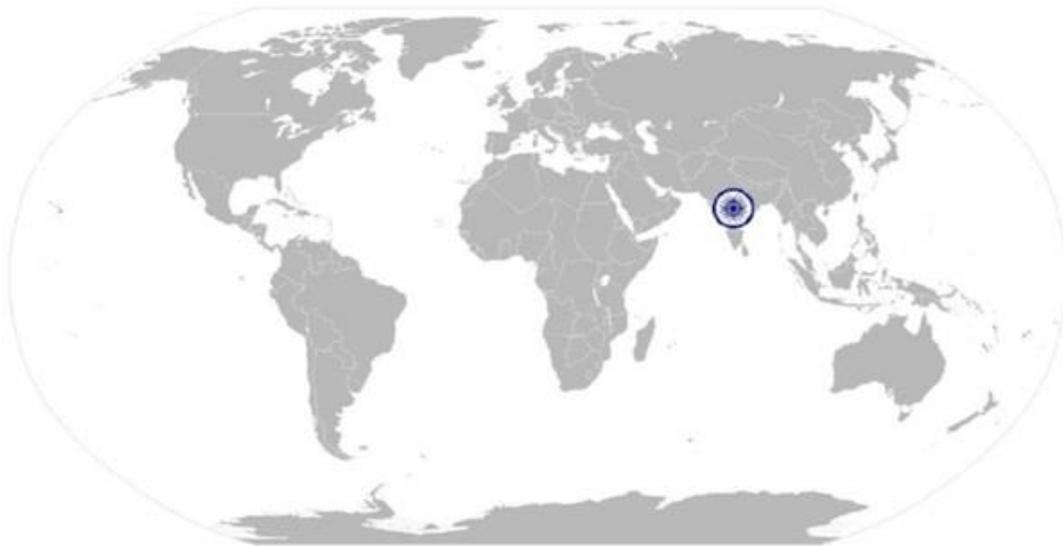
	SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	



HSS/N9617 Maintain a safe, healthy and secure working environment

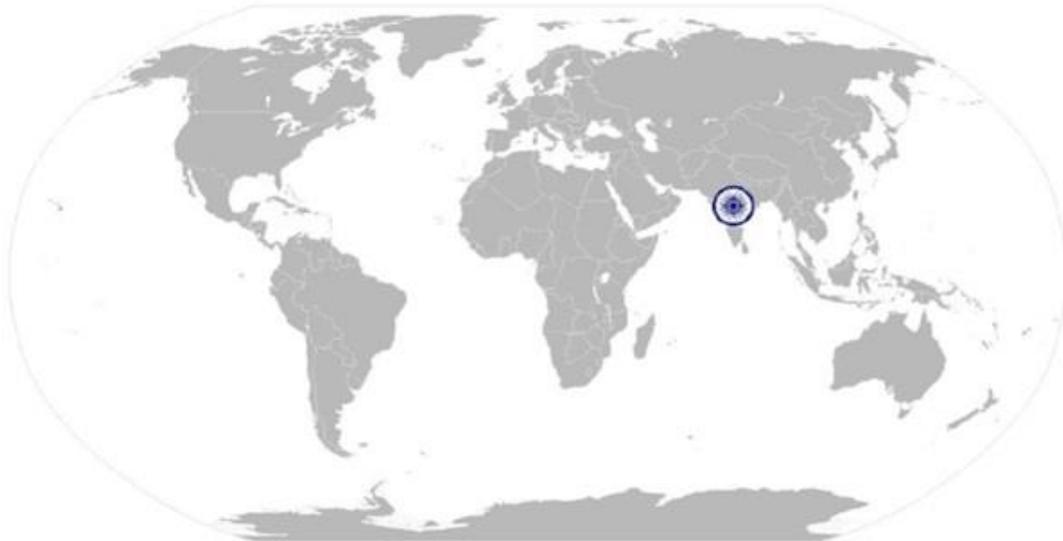
NOS Version Control

NOS Code	HSS/N9617		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard



Overview

This OS unit is about the safe handling and management of health care waste and following the infection control policies.

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard	Unit Code	HSS/N9618
	Unit Title (Task)	Follow infection control policies & procedures including biomedical waste disposal protocols
	Description	This OS unit is about the safe handling and management of health care waste and following the infection control polices.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services) • Maintain personal protection and preventing the transmission of infection from person to person
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC2. store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
	Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services)	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p> <p>PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p>

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	<p>PC11. confine records, materials and medicaments to a well-designated clean zone</p> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p>Maintain personal protection and preventing the transmission of infection from person to person</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization’s emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p> <p>KA5. the current national legislation, guidelines, local policies and protocols which affect work practice</p>
<p>B. Technical Knowledge</p>	<p>The user / individual on the job needs to know and understand:</p> <p>KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of</p>

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	<p>risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p> <p>KB7. identification and management of infectious risks in the workplace</p> <p>KB8. aspects of infectious diseases including opportunistic organisms, pathogens</p> <p>KB9. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB10. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition</p> <p>KB11. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderlies</p> <p>KB12. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB13. sharps handling and disposal techniques</p> <p>KB14. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB15. how to use personal protective equipment</p> <p>KB16. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. report and record incidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking Skills)
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

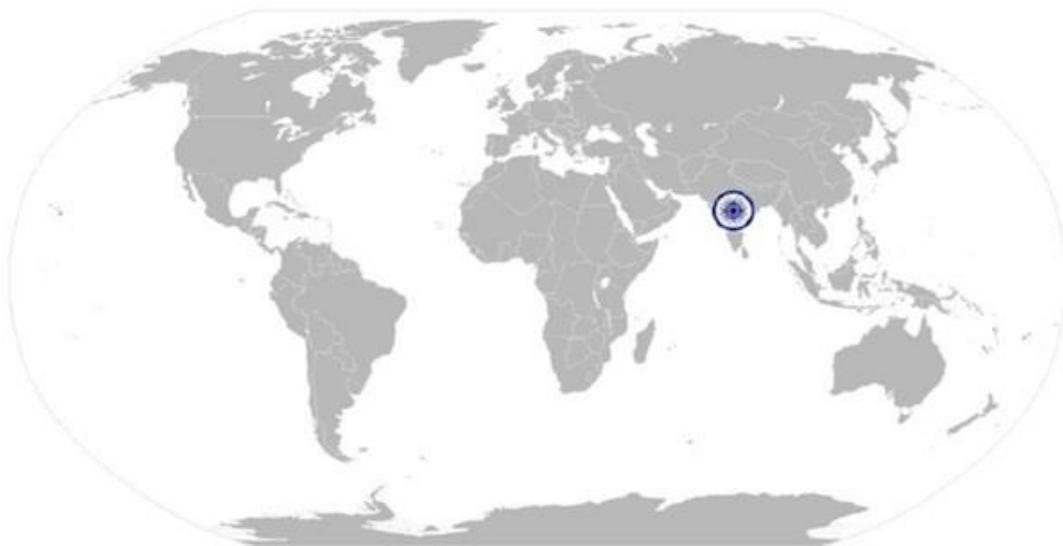
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB3. consistently follow the procedure for washing and drying hands SB4. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB5. make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB6. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. analyze the seriousness of hazards pertaining to hospital waste and related infections
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB9. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

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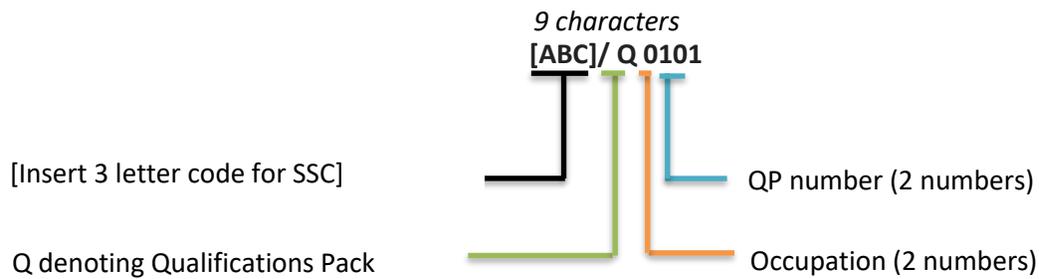
NOS Code	HSS/N9618		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



Annexure

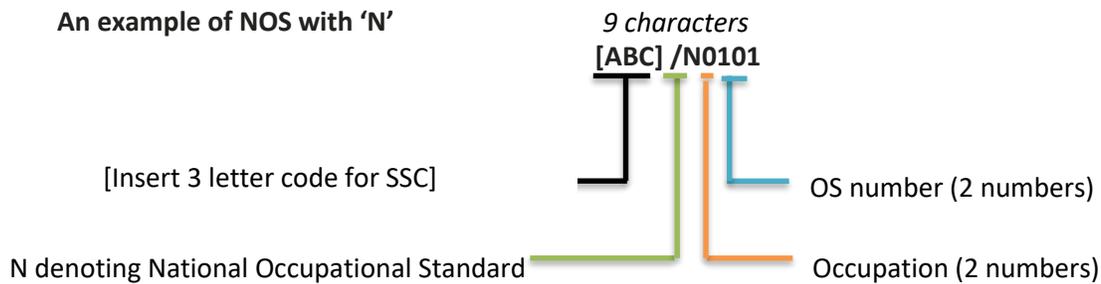
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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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 QP or NOS	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			Theory	Viva	OJT	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks				
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	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					
	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
HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements					
	PC2. comply with health, safety and security procedures for the workplace					
	PC3. comply with health, safety and security procedures and protocols for environmental safety					
	PC4. identify potential hazards and breaches of safe work practices					
	PC5. identify and interpret various hospital codes for emergency situations					
	PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority	59	20	30	9	0
	PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable					
	PC8. follow the organization's emergency procedures promptly, calmly, and efficiently					
	PC9. identify and recommend opportunities for improving health, safety, and security to the designated person					
	PC10. complete any health and safety records legibly and accurately					
	PC11. report any identified breaches in health, safety, and security procedures to the designated person					
	PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately					
		59	20	30	9	0
HSS/N9618 Follow infection control policies & procedures including biomedical	PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release					
	PC2. store clinical or related waste in an area that is accessible only to authorized persons	64	21	30	13	0
	PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter					

waste disposal protocols	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control						
	PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization						
	PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate						
	PC7. follow protocols for care following exposure to blood or other body fluids as required						
	PC8. remove spills in accordance with the policies and procedures of the organization						
	PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled						
	PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work						
	PC11. confine records, materials and medicaments to a well-designated clean zone						
	PC12. confine contaminated instruments and equipment to a well-designated contaminated zone						
	PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols						
	PC14. replace surface covers where applicable						
	PC15. maintain and store cleaning equipment						
	PC16. report and deal with spillages and contamination in accordance with current legislation and procedures						
	PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination						
	PC18. cover cuts and abrasions with water-proof dressings and change as necessary						
	PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact						
	PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection						
			64	21	30	13	0