

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED 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

Qualifications Pack- Patient Relations Associate

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non Direct Care

REFERENCE ID: HSS/Q 6102

ALIGNED TO: NCO-2015/4225.9900

Brief Job Description: Individuals in this job are responsible for counseling, assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions / assurances on clinical matters. They perform certain administrative task such as maintenance of records, paperwork, billing, basic management concepts & computer knowledge etc.

Personal Attributes: The job requires individuals to have good communication and interpersonal skills along with a pleasing personality to counsel & attend to all sorts of enquiries with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances.

Job Details	Qualifications Pack Code	HSS/ Q 6102		
	Job Role	Patient Relations Associate		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Healthcare	Drafted on	10/01/17
	Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
	Occupation	Non Direct Care	Next review date	5/12/21
	NSQC Clearance on*			

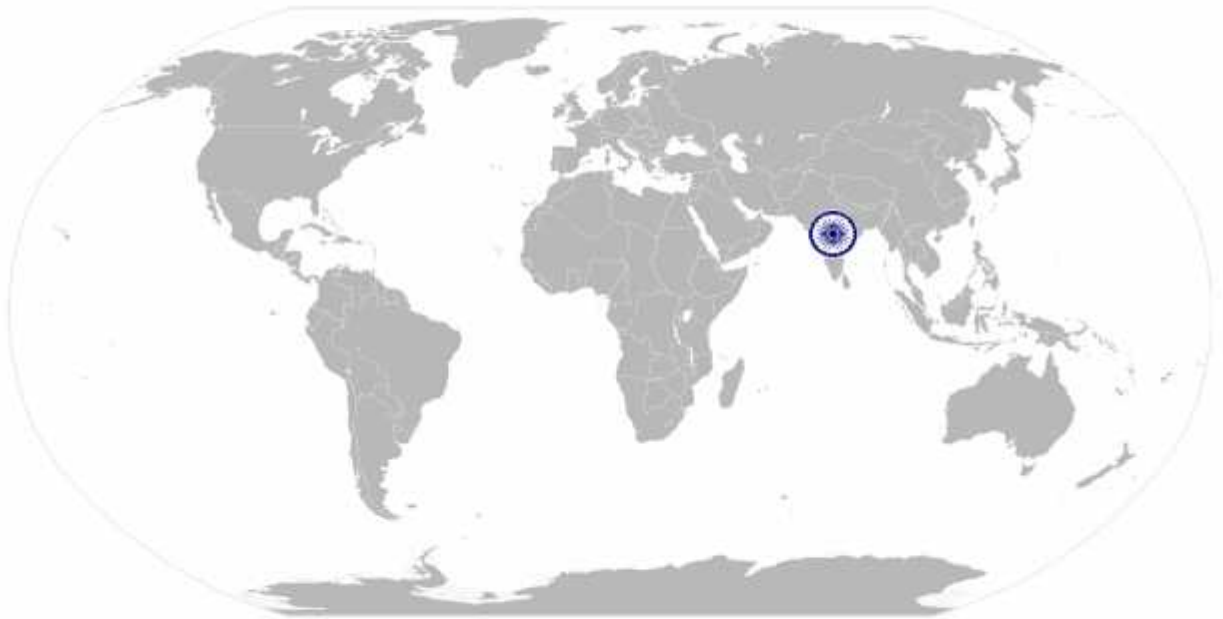
Job Role	Patient Relations Associate
Role Description	Assist and support patients as per needs. They take care of front desk, Registration services & coordination with healthcare team. Perform certain administrative task such as maintenance of records, paperwork, billing, coordination during patient referrals, administrative & basic management concepts knowledge etc
NSQF Level	5
Minimum Educational Qualifications*	Graduate in any stream Or NSQF Level 4 Hospital Front Desk Coordinator
Maximum Educational Qualifications*	Not Applicable
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	NA
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <p>HSSC/N 6104: Assess patient’s requirement and act accordingly HSSC/N 6105: Prepare for patient admission, registration & direct patient to accurate unit as per medical advice HSSC/N 6106: Liaise & coordinate with healthcare team for effective patient management HSSC/N 6107: Assist & coordinate during discharge & referral services & TPA services HSS/N 6108: Facilitate billing & process cash/credit transactions HSS / N 9615: Maintain interpersonal relationship with colleagues, patients and others HSS / N 9616: Maintain professional & medico-legal conduct HSS / N 9617: Maintain a safe, healthy and secure working environment HSS / N 9618: Follow biomedical waste disposal and infection control policies and procedures</p>
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 organisational 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.
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Acronyms	Keywords /Terms	Description
	NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework	
QP	Qualifications Pack	
Casualty	The person – child or adult – who has suffered the injury or illness	
Emergency	Any situation that immediately threatens the health and safety of children, staff or yourself	
MHRD	Ministry of Human Resource Development	
NOS	National Occupational Standard(s)	
NVEQF	National Vocational Education Qualifications Framework	
NVQF	National Vocational Qualifications Framework	
NSQF	National Skills Qualification Framework	
OS	Occupational Standard(s)	
PCR	Patient Care Report	
TAT	Turn around Time	
HIS	Hospital Information Systems	
BMW	Bio Medical Waste Management	
CGHS	Central Government Health Scheme	
ECHS	Ex-Servicemen Contributory Health Scheme	
TPA	Third Party Administration	

National Occupational Standard



Overview

This unit describes the knowledge, understanding and skills required by an individual to assess & determine patient's requirements and act accordingly.

HSS/N 6104 Assess patient requirement and act accordingly

Unit Code	HSS/N 6104
Unit Title (Task)	Assess patient's requirement and act accordingly
Description	This OS unit is about the tasks involved to assess & determine patient's requirements and act accordingly without giving any opinion / assurance on clinical matters
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Interview & assess patients or their representatives to identify problems relating to care • Explain policies, procedures, or services to patients using medical or administrative knowledge
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interview & assess patients or their representatives to identify problems relating to care	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. meet and welcome visitors or patients PC2. interview patients or their representatives to identify service requirements relating to care as per routine or emergency care, in-patient, out-patient, future patient, patients on follow-up, etc. and act as per needs to attain patient satisfaction PC3. identify and address the needs of visitors PC4. listen carefully to patient queries and dealing with them as per organizational procedure PC5. keep calm, empathy while arriving at a mutually acceptable solution PC6. follow up with patient and/or with staff till query is resolved PC7. spot patient service problems by sense and service accordingly PC8. recognize basic requirement of patient related issues PC9. enquire patients if they are facing any problems and escalate to relevant authority PC10. recognize repeated problems and alert the appropriate authority PC11. share patient feedback with others to identify potential problems PC12. identify problems with systems and procedures before they begin to affect patients PC13. acknowledge the complaint, apologize for inconvenience and take prompt attention to diffuse situation PC14. identify and investigate the complaints from healthcare team for whom patient has raised the complaint PC15. identify the available options for resolving a patient service problem PC16. work out the advantages and disadvantages of each option and pick the best option for the patient and the organization PC17. consult other team members and relevant authority to arrive at best option to resolve the patient service problem PC18. resolve the issue with other options, if the chosen option fails. PC19. discuss and agree the options and take action to implement the option agreed with patient

HSS/N 6104 Assess patient requirement and act accordingly

	<p>PC20. work with others and your patient to make sure that any promises related to solving the problem are kept</p> <p>PC21. keep the patient fully informed about the measures being taken to resolve the problem</p> <p>PC22. check with the patient to make sure the problem has been resolved to their satisfaction as much as possible</p> <p>PC23. give clear reasons to the patient when the problem has not been resolved to their satisfaction</p>
<p>Explain policies, procedures, or services to patients using medical or administrative knowledge</p>	<p>PC24. be well acquainted with policies of the organization</p> <p>PC25. identify availability of beds and available services to assist patient accordingly</p> <p>PC26. provide personal assistance, medical attention, emotional support, or other personal care to others such as co-workers, customers, or patients</p> <p>PC27. monitor and review information from materials, events, or the environment, to detect or assess problems which could be managed or reported immediately</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. legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. hospital topography and spectrum of internal & external clients</p> <p>KA3. role and importance of the front desk in supporting healthcare operations</p> <p>KA4. organization pricing, discount policy, documentation & reporting process</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures</p> <p>KA6. relevant occupational health and safety requirements applicable</p> <p>KA7. healthcare delivery system & Universal/National Health Insurance programs</p> <p>KA8. organization pricing, discount policy</p> <p>KA9. service recovery matrix followed by Institution</p> <p>KA10. escalation matrix and procedures for reporting work</p> <p>KA11. days & Timings of different services / facilities available in the hospital</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. service standards required including rights & duties of healthcare providers</p> <p>KB2. application of relevant regulations and requirements including patient rights</p> <p>KB3. different types of accommodation available in the facility</p> <p>KB4. inpatient departmental movement records</p> <p>KB5. special requirements of differently abled persons or special needs for others</p> <p>KB6. service recovery matrix , corrective actions , root cause analysis</p> <p>KB7. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital</p> <p>KB8. how to receive and make phone calls, including call forward/hold/mute</p> <p>KB9. how to send and receive e-mails</p> <p>KB10. typical problems raised by customers and their solutions, including workaround</p>

HSS/N 6104 Assess patient requirement and act accordingly

	<p>solutions</p> <p>KB11. typical response times and service times for problems</p> <p>KB12. the importance of documenting, classifying, prioritizing queries & escalation regulatory requirements involved during registration and bill payment</p> <p>KB13. about computer knowledge such MS word, excel, scanning, faxing & emailing</p> <p>KB14. how to maintain confidentiality</p> <p>KB15. about the legal & ethical aspects in relation to the:</p> <p>KB16. rights & duties of patients</p> <p>KB17. rights & duties of healthcare providers</p> <p>KB18. thefts, Misappropriation, Report mix-ups, Damage to property</p> <p>KB19. any kind of harassment at workplace</p> <p>KB20. legal aspects of Medical Records & EMR</p> <p>KB21. hospital deaths & complications</p> <p>KB22. basic structure and function of the body system and associated component</p> <p>KB23. task of roles in front desk office as per organizational policies</p> <p>KB24. Knowledge about patients' queries and problems which may relate to: department information, doctor/specialist information, accommodation information, health and safety information, organization information, diagnostic services information, check-in procedures</p> <p>KB25. local laws and regulations</p> <p>KB26. information, health and safety guidance</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. complete appropriate documentation</p> <p>SA4. fill registration form by getting details form visitors/patient</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about services offered with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs)</p> <p>SA8. interpret and follow operational instructions and prioritize work</p> <p>SA9. read doctors' prescriptions / orders</p>
	Oral Communication (Listening and Speaking skills)

HSS/N 6104 Assess patient requirement and act accordingly

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p> <p>SA13. communicate in respectful form and manner in line with organizational protocol</p> <p>SA14. discuss task lists, schedules, and work-loads with co-workers</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 concerned area of work</p> <p>SB2. Assess if patient needs movement supports (Wheel chair, trolley, escort etc)</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB3. to plan and organize service feedback files/documents</p> <p>SB4. coordinate to plan duty rosters/leave/substitutions at hospital front desk</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB6. build customer relationships and use customer centric approach</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB8. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. analysis of feedbacks, complaints & grievances related to the front office</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB11. service recovery skills</p> <p>SB12. managing Key Customers/VIPs / Government officials / Police / Media</p> <p>SB13. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies</p> <p>SB14. importance of following laid down rules, procedures, instructions and policies</p> <p>SB15. importance of exercising restraint while expressing dissent and during conflict</p>

HSS/N 6104 Assess patient requirement and act accordingly

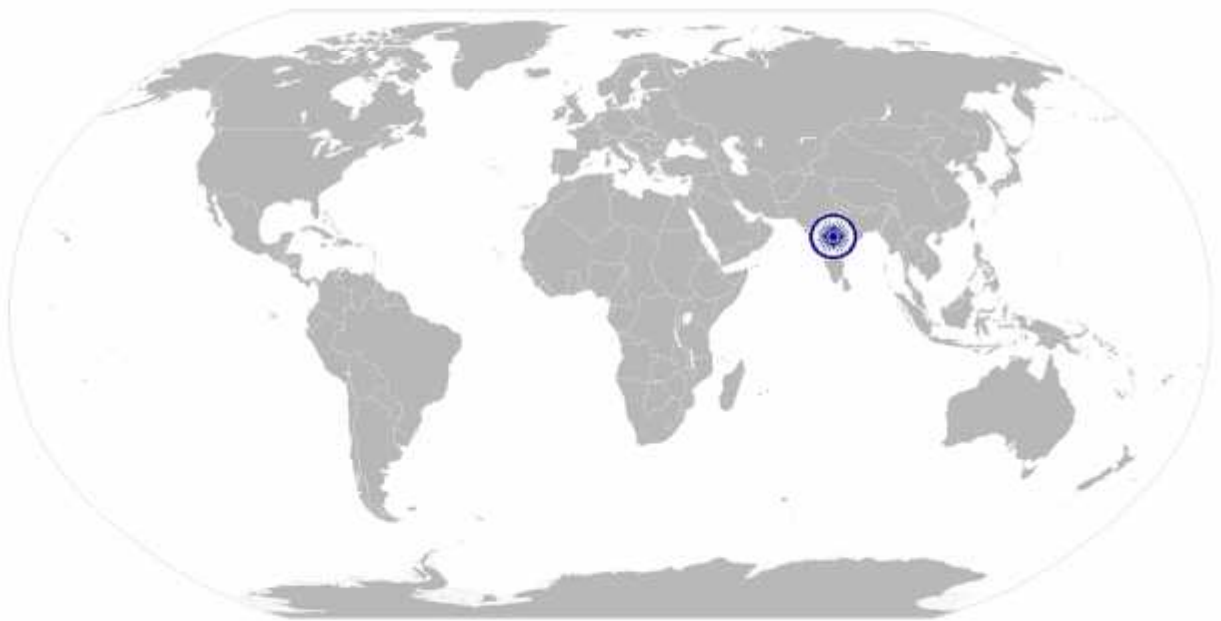
NOS Version Control

NOS Code	HSS/N 6104		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



HSS/N 6105 Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

National Occupational Standard



Overview

This unit describes the knowledge, understanding and skills required in planning and preparation for meeting patients or their relatives (customers), explore what information is required when planning and directing patients to the required destination and providing an efficient and helpful service to them so as to portray a positive image of the organization.

HSS/N 6105 Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

National Occupational Standard	Unit Code	HSS/N 6105
	Unit Title (Task)	Prepare for patient admission, registration & direct patient to accurate unit as per medical advice
	Description	This unit covers planning and preparing for meeting patients/relatives/others and seek information pertaining to their needs and accordingly provide assistance
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Plan & Prepare for meeting patients Patient Registration Manage transfers of patients from reception to appropriate department Assist patients to check-in and checkout of department
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Plan & Prepare for meeting patients	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1 check assigned duties as per duty roster& assist while preparing duty roaster</p> <p>PC2 check the appointment and booking details of the patients along with relevant documentation as per diagnosis</p> <p>PC3 receive and pass on messages and information to appropriate authority</p> <p>PC4 assess requirement of resources viz. type of room, availability and scheduling</p> <p>PC5 inform doctors/surgeons about the time of appointment</p> <p>PC6 identify organizational requirement and protocol for meeting patients</p> <p>PC7 check for any special requests or requirements on arrival</p> <p>PC8 check to ensure that communication with the patient can be made in the language known to the patient or attender</p> <p>PC9 check with doctors and specialists schedule and maintain a daily log</p> <p>PC10 check with out-patients and reconfirm appointments</p> <p>PC11 ensure all forms are ready that need to be filled by the patients</p>
	Patient registration as standard registration guidelines	<p>PC12. collect information and documents from new patient or recheck of repeat patient, the details required for patient registration as per organization's standards and government rules</p> <p>PC13. cross check the identity document details of the patients against original</p> <p>PC14. complete the registration details after interacting with the patient on details including room type, room number, tariff details, health insurance details, and payment method</p> <p>PC15. receive patient signature on completed patient registration document</p> <p>PC16. Record the information on all fields in the hospital management system</p> <p>PC17. return the original document immediately after scanning or copying</p> <p>PC18. ensure all mandatory patient details are captured as per regulatory requirement</p> <p>PC19. ensure patient details are recorded appropriately in the hospital system for future reference</p>

HSS/N 6105 Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

<p>Manage transfers of patients from reception to required department</p>	<p>PC20. guide or escort the patient to the department as per appointment schedule and as per organization's procedures PC21. get the required forms filled by the patient/attenders. PC22. deal fairly, efficiently and promptly with questions and complaints, in line with organization's procedures PC23. respond to any referred emergencies, problems and requirements promptly and in accordance with organization's policies PC24. report any situation which cannot be resolved as per escalation matrix PC25. liaise and communicate with department where appointment has been set up PC26. present a professional image and treat individuals with respect at all times</p>
<p>Assist patients to check-in and checkout of department</p>	<p>PC27. liaise with the concerned staff regarding check-in and checkout or interdepartmental shifts of patients PC28. assist patients to deal with documentation required for checking-in/out PC29. ensure that the patients get accommodation as per the need and arrangements or a suitable/acceptable alternative with ability to pay required PC30. report non-compliance with standards/procedures to the appropriate persons, where necessary PC31. develop specific goals and plans to prioritize, organize, and accomplish work</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: KA1. legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions KA2. hospital topography and spectrum of internal & external clients that visit the hospital KA3. role and importance of the front desk in supporting healthcare operations KA4. organization pricing, discount policy, documentation & reporting process KA5. reporting structure, inter-dependent functions, lines and procedures in the work area KA6. relevant occupational health and safety requirements applicable in the work place KA7. healthcare delivery system & Universal/National Health Insurance programs KA8. organization pricing, discount policy KA9. service Recovery Matrix followed by Institution KA10. escalation matrix and procedures for reporting work related Issues. KA11. days & Timings of different services / facilities available in the hospital</p>

HSS/N 6105 Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. service standards required in the workplace including rights & duties of healthcare providers</p> <p>KB2. application of relevant regulations and requirements including patient rights</p> <p>KB3. different types of accommodation available in the facility</p> <p>KB4. inpatient departmental movement records</p> <p>KB5. special requirements of differently abled persons or special needs for others</p> <p>KB6. service Recovery Matrix , Preventive actions, Corrective Actions , Root Cause analysis</p> <p>KB7. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital</p> <p>KB8. hospital floor and exit plans</p> <p>KB9. process map for emergencies within the facilities and the community</p> <p>KB10. how to receive and make phone calls, including call forward, call hold, and call mute</p> <p>KB11. how to send and receive e-mails</p> <p>KB12. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KB13. typical response times and service times for problems</p> <p>KB14. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved</p> <p>KB15. regulatory requirements involved during registration and bill payment</p> <p>KB16. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing</p> <p>KB17. how to maintain confidentiality</p> <p>KB18. vacant bed position, booked admissions & tentative discharges on a daily basis</p> <p>KB19. out-reach services of the hospital</p> <p>KB20. safety requirements set by accreditation agencies or statutory bodies</p> <p>KB21. what permits and checks are required for the patient including foreign patients</p> <p>KB22. about the legal & ethical aspects in relation to following:</p> <ol style="list-style-type: none"> rights & duties of patients rights & duties of healthcare providers thefts, misappropriation, report mix-ups, damage to property any kind of harassment at workplace legal aspects of Medical Records & EMR hospital deaths & complications <p>KB23. basic structure and function of the body system and associated component</p> <p>KB24. task of roles in front desk office</p>
<p>Skills (S) [Optional]</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. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. complete appropriate documentation</p> <p>SA4. fill registration form by getting details from visitors/patient's</p>

HSS/N 6105 Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about services offered with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs)</p> <p>SA8. interpret and follow operational instructions and priorities work</p> <p>SA9. read doctors' prescriptions / orders</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>SA10. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p> <p>SA13. communicate in respectful form and manner in line with organizational protocol</p> <p>SA14. discuss task lists, schedules, and work-loads with co-workers</p>
B. Professional Skills	<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 concerned area of work</p> <p>SB2. Assess if patient needs movement supports (Wheel chair, trolley, escort etc)</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB3. to plan and organize service feedback files/documents</p> <p>SB4. coordinate to plan duty rosters/leave/substitutions at hospital front desk</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB6. build customer relationships and use customer centric approach</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB8. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required</p>
	<p>Analytical Thinking</p>

HSS/N 6105 Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

	The user/individual on the job needs to know and understand how to: SB9. analysis of feedbacks, complaints & grievances related to the front office
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB11. service recovery skills SB12. managing Key Customers/VIPs / Government officials / Police / Media SB13. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies SB14. importance of following laid down rules, procedures, instructions and policies SB15. importance of exercising restraint while expressing dissent and during conflict



HSS/N 6105 Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

NOS Version Control

NOS Code	HSS/N 6105		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



HSS/N 6106 Liaise & coordinate with healthcare team for effective patient management

National Occupational Standard



Overview

This unit describes the knowledge, understanding and skills required in planning and preparation for meeting patients or their relatives (customers), explore what information is required when planning and directing patients to the required destination and providing an efficient and helpful service to them so as to portray a positive image of the organization.

HSS/N 6106 Liaise & coordinate with healthcare team for effective patient management

National Occupational Standard	Unit Code	HSS/N 6106
	Unit Title (Task)	Liaise & coordinate with healthcare team for effective patient management
	Description	This unit describes the process of acting as a liaison and coordinating with the healthcare team for effective patient management using patient information management systems appropriately
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Apply appropriate mechanism for in-house coordination using patient information tools for effective patient management
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Apply appropriate mechanism for in-house coordination using patient information tools for effective patient management	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. liaise with respective healthcare facility on duty to assist the patient during transfers from one place to another</p> <p>PC2. ensure that the healthcare facility is taking care of patient's condition while transferring the patient and is able to identify any emergency condition and accordingly raise alarm if required</p> <p>PC3. assess patient's size and healthcare assistant's ability to assist</p> <p>PC4. ensure patient's privacy & confidentiality during the transfer</p> <p>PC5. establish patient's needs and requests quickly and sensitively</p> <p>PC6. confirm at the time of handling over & taking over of the patient at the respective department & ensure that the documentation are in line with the rules and legislations of organization's procedures</p> <p>PC7. ask the patient of any specific requirement in line with organization's procedures</p> <p>PC8. apologize for any delay or inconvenience</p> <p>PC9. encourage and build mutual trust, respect, and cooperation among team members</p> <p>PC10. resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances and conflicts etc</p> <p>PC11. monitor and supervise coordinators if any reporting happens for resolving</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions</p> <p>KA2. hospital topography and spectrum of internal & external clients that visit the hospital</p> <p>KA3. role and importance of the front desk in supporting healthcare operations</p> <p>KA4. organization pricing, discount policy, documentation & reporting process</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant occupational health and safety requirements applicable in the work place</p>

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	<p>KA7. healthcare delivery system & Universal/National Health Insurance programs KA8. organization pricing, discount policy KA9. Service Recovery Matrix followed by Institution KA10. escalation matrix and procedures for reporting work related Issues KA11. days & Timings of different services / facilities available in the hospital</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. service standards required in the workplace including rights & duties of healthcare providers KB2. application of relevant regulations and requirements including patient rights KB3. different types of accommodation available in the facility KB4. inpatient departmental movement records KB5. special requirements of differently abled persons or special needs for others KB6. service recovery matrix , corrective actions, root cause analysis KB7. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital KB8. hospital floor and exit plans KB9. process map for emergencies within the facilities and the community KB10. how to receive and make phone calls, including call forward/hold/mute KB11. inventory management techniques KB12. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions KB13. typical response times and service times for problems KB14. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved KB15. regulatory requirements involved during registration and bill payment KB16. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing KB17. how to maintain confidentiality KB18. vacant bed position, booked admissions & tentative discharges on a daily basis KB19. out-reach services of the hospital KB20. safety requirements set by accreditation agencies or statutory bodies KB21. what permits and checks are required for the patient including foreign patients KB22. about the legal & ethical aspects in relation to following: a. rights & duties of patients b. rights & duties of healthcare providers c. thefts, Misappropriation, Report mix-ups, Damage to property d. any kind of harassment at workplace e. legal aspects of Medical Records & EMR f. hospital deaths & complications KB23. basic structure and function of the body system and associated component KB24. how to relate information to patients KB25. importance of listening and building rapport KB26. peculiarities of different cultures and backgrounds and how they affect their job KB27. importance of equality when serving people with specific needs KB28. importance of complying with equality requirements</p>

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Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. complete appropriate documentation SA4. fill registration form by getting details form visitors/patient
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about services offered with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) SA8. interpret and follow operational instructions and prioritise work SA9. read doctors' prescriptions / orders
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. discuss task lists, schedules, and work-loads with co-workers SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required SA13. communicate in respectful form and manner in line with organizational protocol SA14. discuss task lists, schedules, and work-loads with co-workers
	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 SB2. assess if patient needs movement supports (Wheel chair, trolley, escort etc)
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. to plan and organize service feedback files/documents SB4. coordinate to plan duty rosters/leave/substitutions at hospital front desk
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry SB6. build customer relationships and use customer centric approach

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	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. analysis of feedbacks, complaints & grievances related to the front office
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB11. service recovery skills SB12. managing Key Customers/VIPs / Government officials / Police / Media SB13. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies SB14. importance of following laid down rules, procedures, instructions and policies SB15. importance of exercising restraint while expressing dissent and during conflict



HSS/N 6106 Liaise & coordinate with healthcare team for effective patient management

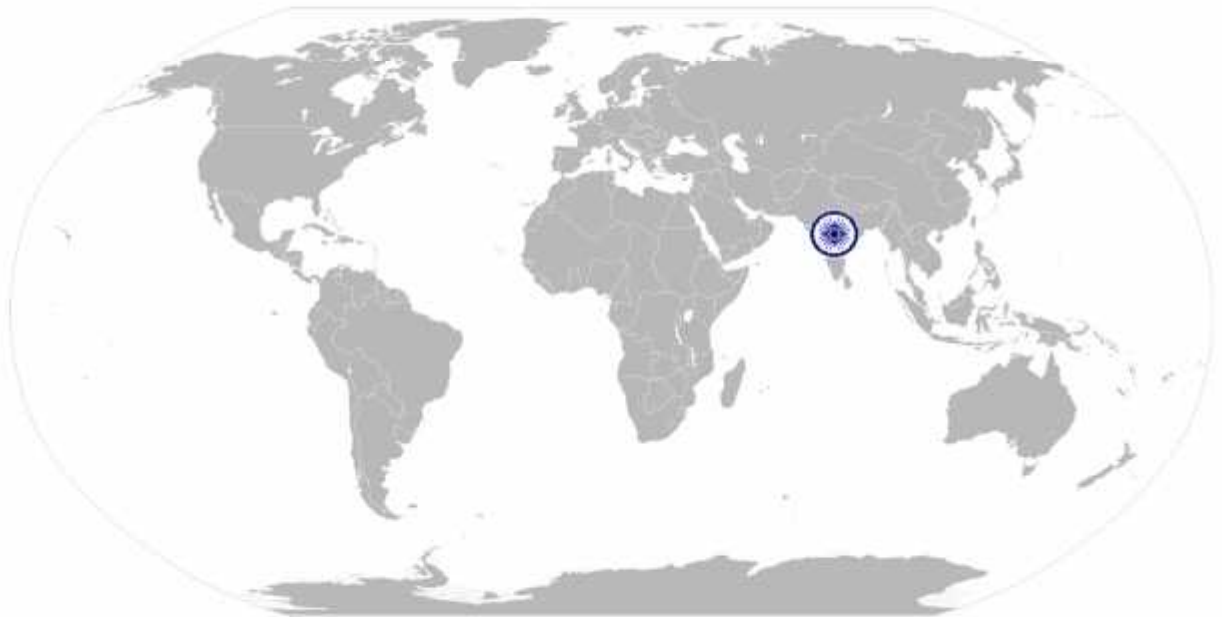
NOS Version Control

NOS Code	HSS/N 6106		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



HSS/N 6107 Assist & coordinate during discharge & referral services & TPA services

National Occupational Standard



Overview

This unit describes the knowledge, understanding and skills required for assisting patients during discharge, referral services or assistance during TPA services

HSS/N 6107 Assist & coordinate during discharge & referral services & TPA services

National Occupational Standard	Unit Code	HSS/N 6107
	Unit Title (Task)	Assist & coordinate during patient discharge & referral & TPA services
	Description	This unit describes the skills required for providing assistance to the patient/attenders during referrals, discharge and assistance for availing TPA services
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Manage transfers of patients • Assist in-patients to check-out • Assistance during Referral service • Assistance during TPA service
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Manage transfers of patients	To be competent, the user/individual on the job must be able to PC1. assist in proper transfer of patients with patient centred & safety approach PC2. get the required forms filled by the patients/attenders PC3. deal fairly, efficiently and promptly with questions and complaints, in line with organization's procedures PC4. respond to any referred patient emergencies, problems and requirements promptly and in accordance with company policies PC5. report any situation which cannot be resolved as per escalation matrix PC6. liaise and communicate with department where diagnostics were carried out PC7. record any reported non-compliance with agreed standards of transfer service are accurately and promptly point out to the agencies PC8. present a professional image and treat individuals with respect at all times
	Assist in-patients to check-out	PC9. liaise with the concerned staff regarding checkout PC10. assist patients to deal with documentation required for checking out PC11. ensure that the patient's medication and diagnostic procedure bills etc are provided to the patient/attendant
	Assistance during Referral services	PC12. maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and patient safety PC13. ensure complete and accurate registration, including patient demographic and current insurance information PC14. assemble information concerning patient's clinical background and referral need PC15. contact review organizations and insurance companies to ensure prior approval requirements are met. PC16. review details and expectations about the referral with patients PC17. assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance)

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	<p>PC18. be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns.</p> <p>PC19. assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely manner</p> <p>PC20. ensure that referrals are addressed in a timely manner</p>
Assistance during TPA service	<p>PC21. enquire patients regarding availing of medical insurance</p> <p>PC22. guide the patient to the correct TPA department</p> <p>PC23. connect with TPA department and informing about the patient's needs</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions</p> <p>KA2. hospital topography and spectrum of internal & external clients that visit the hospital</p> <p>KA3. role and importance of the front desk in supporting healthcare operations</p> <p>KA4. organization pricing, discount policy, documentation & reporting process</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant occupational health and safety requirements applicable in the work place</p> <p>KA7. healthcare delivery system & Universal/National Health Insurance programs</p> <p>KA8. organization pricing, discount policy</p> <p>KA9. service Recovery Matrix followed by Institution</p> <p>KA10. escalation matrix and procedures for reporting work and employment related Issues.</p> <p>KA11. days & Timings of different services / facilities available in the hospital</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. service standards required in the workplace including rights & duties of healthcare providers</p> <p>KB2. application of relevant regulations and requirements including patient rights</p> <p>KB3. different types of accommodation available in the facility</p> <p>KB4. inpatient departmental movement records</p> <p>KB5. special requirements of differently abled persons or special needs for others</p> <p>KB6. service Recovery Matrix , Preventive actions, Corrective Actions , Root Cause analysis</p> <p>KB7. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital</p> <p>KB8. hospital floor and exit plans</p> <p>KB9. process map for emergencies within the facilities and the community</p> <p>KB10. how to receive and make phone calls, including call forward, call hold, and call mute</p> <p>KB11. Inventory management techniques</p> <p>KB12. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KB13. typical response times and service times for problems</p> <p>KB14. the importance of documenting, classifying, prioritizing queries & escalate to</p>

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	<p>appropriate authority if unresolved</p> <p>KB15. regulatory requirements involved during registration and bill payment</p> <p>KB16. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing</p> <p>KB17. how to maintain confidentiality</p> <p>KB18. vacant bed position, booked admissions & tentative discharges on a daily basis</p> <p>KB19. out-reach services of the hospital</p> <p>KB20. safety requirements set by accreditation agencies or statutory bodies</p> <p>KB21. what permits and checks are required for the patient including foreign patients</p> <p>KB22. about the legal & ethical aspects in relation to following:</p> <ul style="list-style-type: none"> ○ rights & duties of patients ○ rights & duties of healthcare providers ○ thefts, Misappropriation, Report mix-ups, Damage to property ○ any kind of harassment at workplace ○ legal aspects of Medical Records & EMR ○ hospital deaths & complications <p>KB23. basic structure and function of the body system and associated component</p> <p>KB24. how to relate information to patients</p> <p>KB25. importance of listening and building rapport</p> <p>KB26. peculiarities of different cultures and backgrounds and how they affect their job</p> <p>KB27. importance of equality when serving people with specific needs</p> <p>KB28. importance of complying with equality requirements</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. complete appropriate documentation</p> <p>SA4. fill registration form by getting details form visitors/patient</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about services offered with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs)</p> <p>SA8. interpret and follow operational instructions and prioritise work</p> <p>SA9. read doctors' prescriptions / orders</p>
	Oral Communication (Listening and Speaking skills)

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p> <p>SA13. communicate in respectful form and manner in line with organizational protocol</p> <p>SA14. discuss task lists, schedules, and work-loads with co-workers</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA15. make decisions pertaining to the concerned area of work</p> <p>SA16. assess if patient needs movement supports (Wheel chair, trolley, escort etc)</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. to plan and organize service feedback files/documents</p> <p>SB2. coordinate to plan duty rosters/leave/substitutions at hospital front desk</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build customer relationships and use customer centric approach</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB6. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. analysis of feedbacks, complaints & grievances related to the front office</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB9. service recovery skills</p> <p>SB10. managing Key Customers/VIPs / Government officials / Police / Media</p> <p>SB11. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies</p> <p>SB12. importance of following laid down rules, procedures, instructions and policies</p> <p>SB13. importance of exercising restraint while expressing dissent and during conflict</p>

HSS/N 6107 Assist & coordinate during discharge & referral services & TPA services

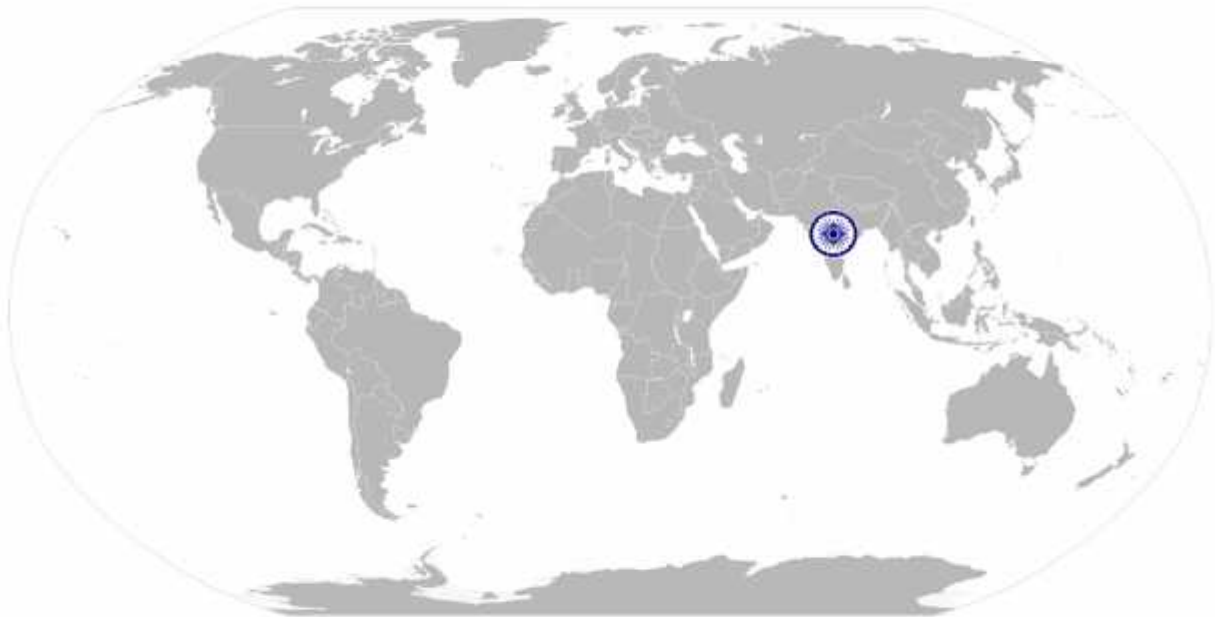
NOS Version Control

NOS Code	HSS/N 6107		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



HSS/N 6108 Facilitate billing & process cash/credit transactions

National Occupational Standard



Overview

This unit describes the knowledge, understanding and skills required for assisting patients during discharge, referral services or assistance during TPA services

HSS/N 6108 Facilitate billing & process cash/credit transactions

National Occupational Standard	Unit Code	HSS/N 6108
	Unit Title (Task)	Facilitate billing & process cash/credit transactions
	Description	This unit describe the skills required for coordination and facilitation for billing services through cash or credit transactions
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Facilitate the process of payments transactions Assist for reconcile patient accounts
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Facilitate the process of payments transactions	To be competent, the user/individual on the job must be able to PC1. identify the services being rendered to the client through appropriate channel PC2. assess accurateness of the invoice generated through various means PC3. record payments from patients accurately as per organizational SOP's PC4. record clearly and accurately the reasons if payments are overdue PC5. identify problems accurately and sort them out promptly as per SOP's PC6. facilitate for storage of payments securely a per organizational SOP's
	Assist for reconcile patient accounts	PC7. check that charges, credits made to patient accounts are correct PC8. coordinate for Identifying and sorting out problems with patient accounts PC9. escalate to concerned authority timely about problems with patient accounts which are beyond the limits of competency & authority
	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. legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions KA2. hospital topography and spectrum of internal & external clients that visit the hospital KA3. role and importance of the front desk in supporting healthcare operations KA4. organization pricing, discount policy, documentation & reporting process KA5. reporting structure, inter-dependent functions, lines and procedures in the work area KA6. relevant occupational health and safety requirements applicable in the work place KA7. healthcare delivery system & Universal/National Health Insurance programs KA8. organization pricing, discount policy KA9. service Recovery Matrix followed by Institution KA10.escalation matrix and procedures for reporting work and employment related Issues. KA11. days & Timings of different services / facilities available in the hospital

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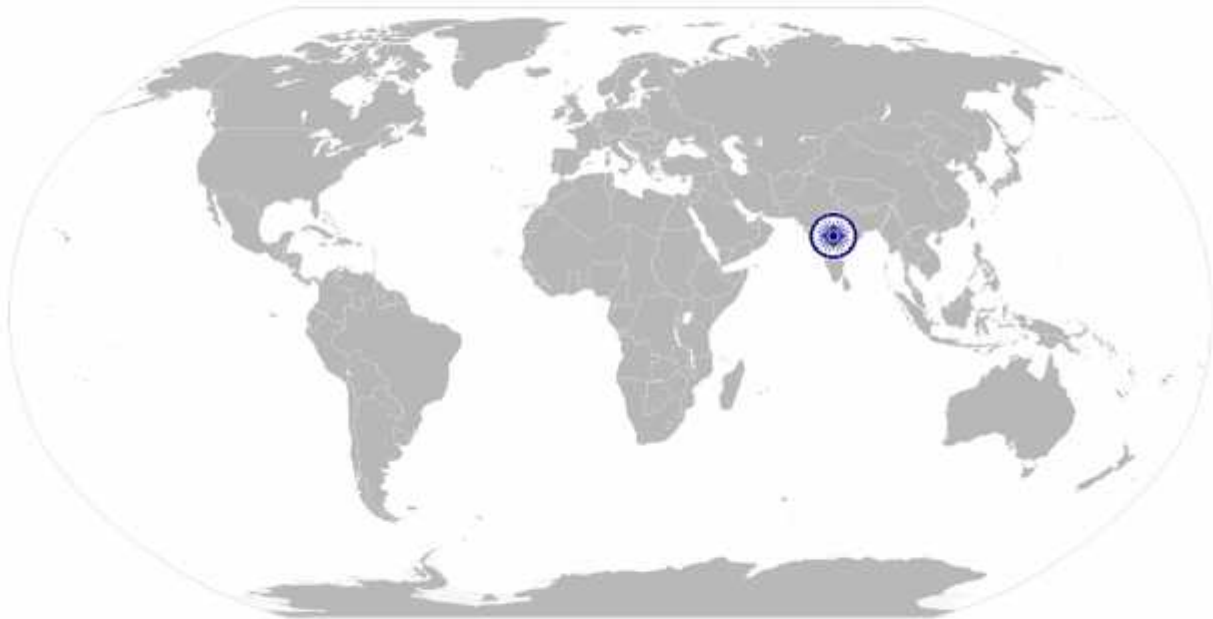
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. service standards required in the workplace including rights & duties of healthcare providers</p> <p>KB2. application of relevant regulations and requirements including patient rights</p> <p>KB3. different types of accommodation available in the facility</p> <p>KB4. inpatient departmental movement records</p> <p>KB5. special requirements of differently abled persons or special needs for others</p> <p>KB6. service recovery matrix , preventive actions, root cause analysis</p> <p>KB7. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital</p> <p>KB8. hospital floor and exit plans</p> <p>KB9. process map for emergencies within the facilities and the community</p> <p>KB10. how to receive and make phone calls, including call forward/hold/mute</p> <p>KB11. Inventory management techniques</p> <p>KB12. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KB13. typical response times and service times for problems</p> <p>KB14. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved</p> <p>KB15. regulatory requirements involved during registration and bill payment</p> <p>KB16. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing</p> <p>KB17. how to maintain confidentiality</p> <p>KB18. vacant bed position, booked admissions & tentative discharges on a daily basis</p> <p>KB19. out-reach services of the hospital</p> <p>KB20. safety requirements set by accreditation agencies or statutory bodies</p> <p>KB21. what permits and checks are required for the patient including foreign patients</p> <p>KB22. about the legal & ethical aspects in relation to following:</p> <ol style="list-style-type: none"> a. rights & duties of patients b. rights & duties of healthcare providers c. any kind of harassment at workplace d. legal aspects of Medical Records & EMR e. hospital deaths & complications <p>KB23. basic structure and function of the body system and associated component</p> <p>KB24. how to relate information to patients</p> <p>KB25. importance of listening and building rapport</p> <p>KB26. peculiarities of different cultures and backgrounds</p> <p>KB27. importance of equality when serving people with specific needs</p> <p>KB28. importance of complying with equality requirements</p>
<p>Skills (S) [Optional]</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. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p>

HSS/N 6108 Facilitate billing & process cash/credit transactions

	<p>SA3. complete appropriate documentation SA4. fill registration form by getting details form visitors/patient</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to: SA5. read about services offered with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) SA8. interpret and follow operational instructions and prioritise work SA9. read doctors' prescriptions / orders</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to: SA10. discuss task lists, schedules, and work-loads with co-workers SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required SA13. communicate in respectful form and manner in line with organizational protocol SA14. discuss task lists, schedules, and work-loads with co-workers</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work SB2. assess if patient needs movement supports (Wheel chair, trolley, escort etc)</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand: SB3. to plan and organize service feedback files/documents SB4. coordinate to plan duty rosters/leave/substitutions at hospital front desk</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to: SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry SB6. build customer relationships and use customer centric approach</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required</p>
	<p>Analytical Thinking</p>

HSS/N 6108 Facilitate billing & process cash/credit transactions

	The user/individual on the job needs to know and understand how to: SB9. analysis of feedbacks, complaints & grievances related to the front office
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB11. service recovery skills SB12. managing Key Customers/VIPs / Government officials / Police / Media SB13. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies SB14. importance of following laid down rules, procedures, instructions and policies SB15. importance of exercising restraint while expressing dissent and during conflict



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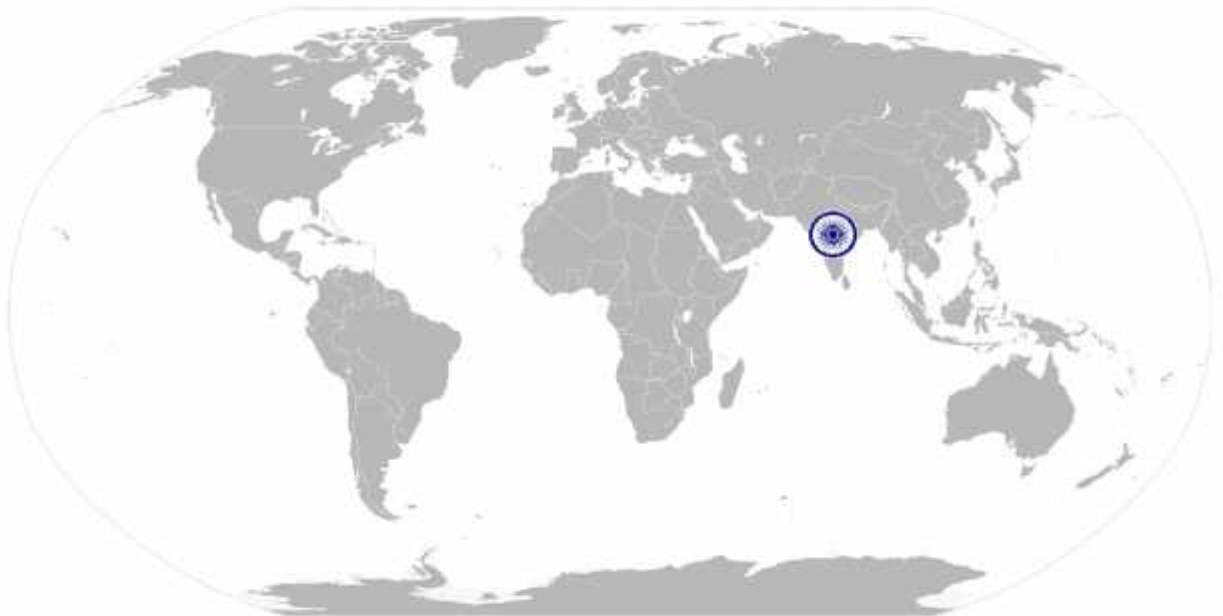
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NOS Code	HSS/N 6108		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

Unit Code	HSS/N 9615
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 & 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: <ul style="list-style-type: none"> Communicating and maintaining professional behavior with co-workers and patients & their families Working with other people to meet requirements Establishing and managing requirements ,planning and organizing work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating & maintaining 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
Working with other people to meet requirements	PC8. integrate one's work with other 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
Establishing and managing requirements	PC14. clearly establish, agree, and record the work 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	The user/individual on the job needs to know and understand:

HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

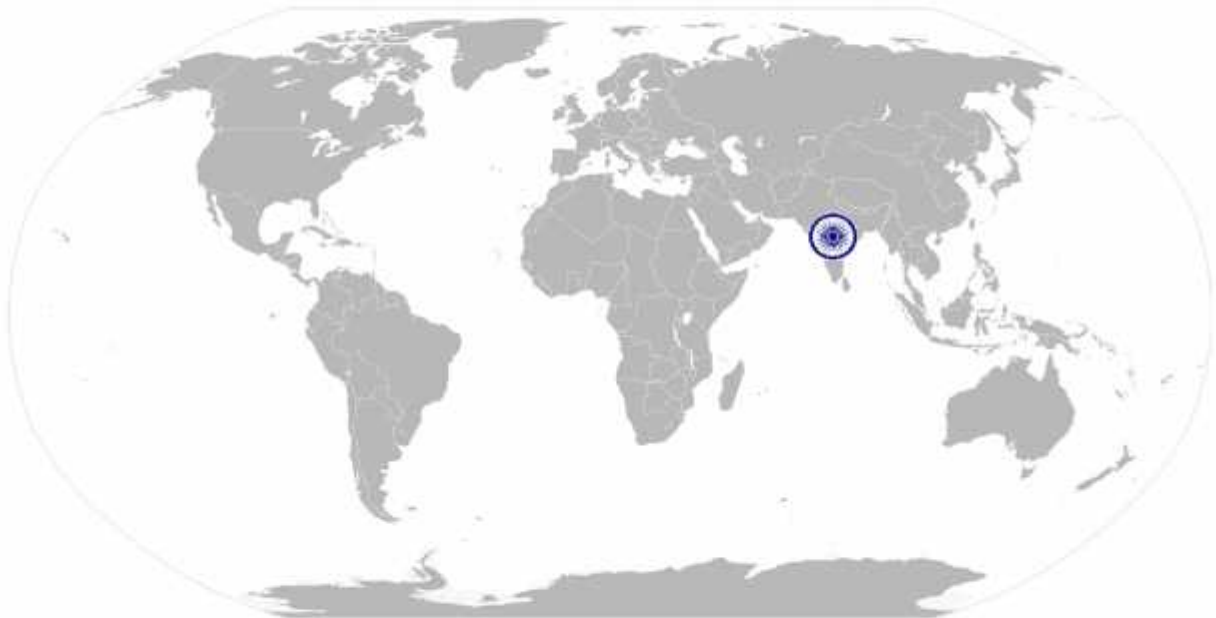
<p>Context (Knowledge of the company / organization and its processes)</p>	<p>KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. the business, mission, and objectives of the organization KA4. the scope of work of the role KA5. the responsibilities and strengths of the team and their importance to the organization KA6. the 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. the 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) 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. the essential information that needs to be shared with other people KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. the importance of integrating ones work effectively with others KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. the 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 KB13. the importance of asking the appropriate individual for help when required KB14. the importance of planning, prioritizing and organizing, timely work KB15. the importance of clearly establishing work requirement KB15. the 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. the importance of keeping the work area clean and tidy</p>
<p>Skills (S) [Optional]</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. 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</p>

HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

	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
	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


HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable



HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

NOS Version Control

NOS Code	HSS/N 9615		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to recognize boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N 9616 Maintain professional & medico-legal conduct

Unit Code	HSS/N 9616
Unit Title (Task)	Maintain professional & medico-legal conduct
Description	This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Acting within the limit of one's competence and authority <ul style="list-style-type: none"> ○ Knowing one's job role ○ Knowing one's job responsibility ○ Recognizing the job role and responsibilities of co workers • Following the code of conduct and demonstrating best practices in the field • Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission'
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Acting within the limit of one's competence and authority	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. adhere to legislation, protocols and guidelines relevant to one's role and field of practice PC2. work within organizational systems and requirements as appropriate to one's role PC3. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority PC4. maintain competence within one's role and field of practice
Following the code of conduct and demonstrating best practices in the field	<ul style="list-style-type: none"> PC5.maintain personal hygiene and contribute actively to the healthcare ecosystem PC6.use relevant research based protocols and guidelines as evidence to inform one's practice PC7.promote and demonstrate good practice as an individual and as a team member at all times PC8.identify and manage potential and actual risks to the quality and safety of practice PC9.evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. relevant legislation, standards, policies & 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

HSS/N 9616 Maintain professional & medico-legal conduct

organization and its processes)	<p>KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA5. personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the limitations and scope of the role and responsibilities of self and others</p> <p>KB2. the importance of working within the limits of one's competence and authority</p> <p>KB3. the importance of personally promoting and demonstrating good practice</p> <p>KB4. The detrimental effects of non-compliance</p> <p>KB5. the importance of intercommunication skills</p> <p>KB6. the legislation, protocols and guidelines affecting one's work</p> <p>KB7. the organizational systems and requirements relevant to one's role</p> <p>KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB10. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements</p> <p>KB11. how to report and minimize risks</p> <p>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</p> <p>KB13.the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported</p> <p>KB14. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization</p> <p>KB15. 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</p> <p>KB16. the risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support o Lack of resources <p>KB17.the importance of personal hygiene</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document reports, task lists, and schedules</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record daily activities</p> <p>SA4. update other co-workers</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about changes in legislations and organizational policies</p> <p>SA6.keep updated with the latest knowledge</p>

HSS/N 9616 Maintain professional & medico-legal conduct

	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
	The user/individual on the job needs to know and understand: Not applicable
	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
	The user/individual on the job needs to know and understand how to: Not applicable
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable
Critical Thinking	
The user/individual on the job needs to know and understand how to: Not applicable	

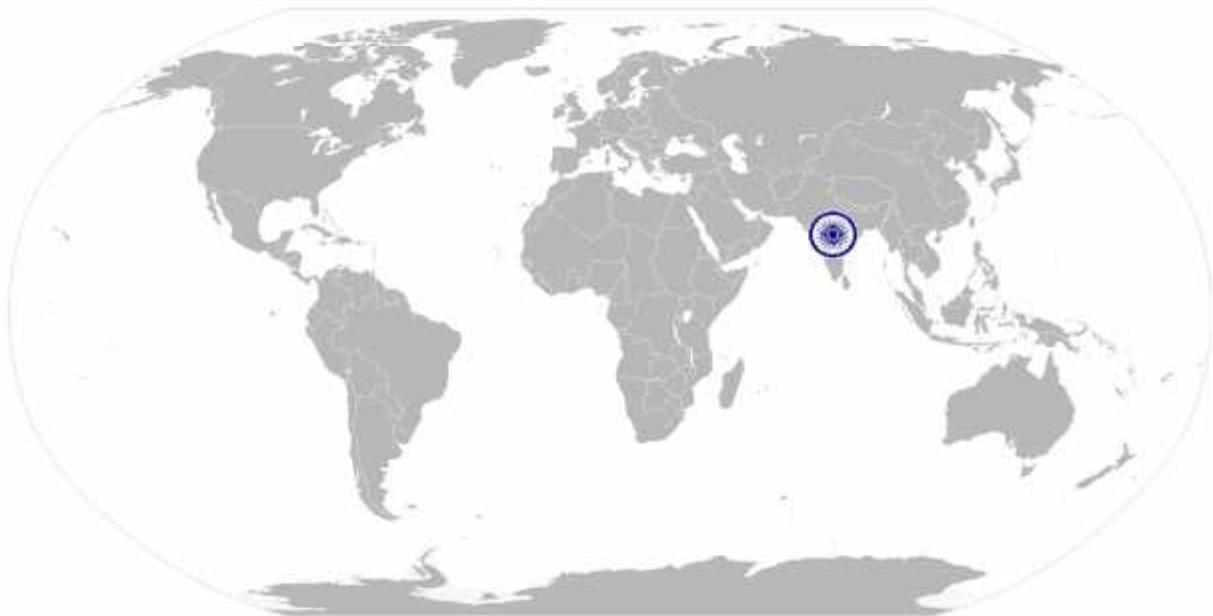
HSS/N 9616 Maintain professional & medico-legal conduct

NOS Version Control

NOS Code	HSS/N 9616		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



National Occupational Standard



Overview

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

HSS/N 9617 Maintain a safe, healthy and secure working environment

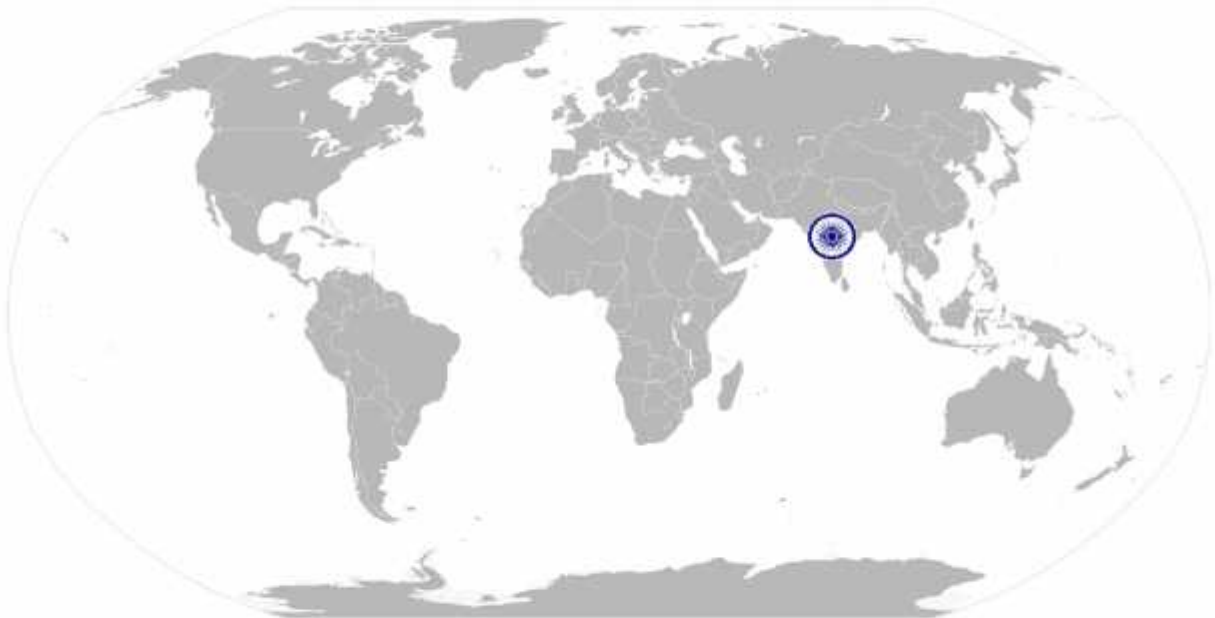
Unit Code	HSS/N 9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Complying the health, safety and security requirements and procedures for workplace • Handling any hazardous situation with safely, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Complying the health, safety and security requirements and procedures for workplace	To be competent, the user/individual on the job must be able to PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. comply with health, safety and security procedures for the workplace PC3. comply with health, safety and security procedures and protocols for environmental safety
Handling hazardous situation	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 PC7. provide basic life support (BLS) and first aid in hazardous 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
Reporting any hazardous situation	PC11. report any identified breaches in health, safety, and security procedures to the designated person PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the importance of health, safety, and security in the workplace KA2. the basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. the person(s) responsible for maintaining healthy, safe, and secure workplace KA4. the relevant up-to-date information on health, safety, and security that applies

HSS/N 9617 Maintain a safe, healthy and secure working environment

its processes)	to the workplace KA5. the responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintaining them KB3. the importance of being alert to health, safety, and security hazards in the work environment KB4. the common health, safety, and security hazards that affect people working in an administrative role KB5. how to identify health, safety, and security hazards KB6. the importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan for safety of the work environment
	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 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	


HSS/N 9617 Maintain a safe, healthy and secure working environment

	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/N 9617 Maintain a safe, healthy and secure working environment

NOS Version Control

NOS Code	HSS/N 9617		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to manage biomedical waste and to comply with infection control policies and procedures

HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/N 9618
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 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 • Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services) • Maintaining personal protection and preventing the transmission of infection from person to person <p>Reference: 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]</p>

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>
Complying with an effective infection control protocols	<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> <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>

HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

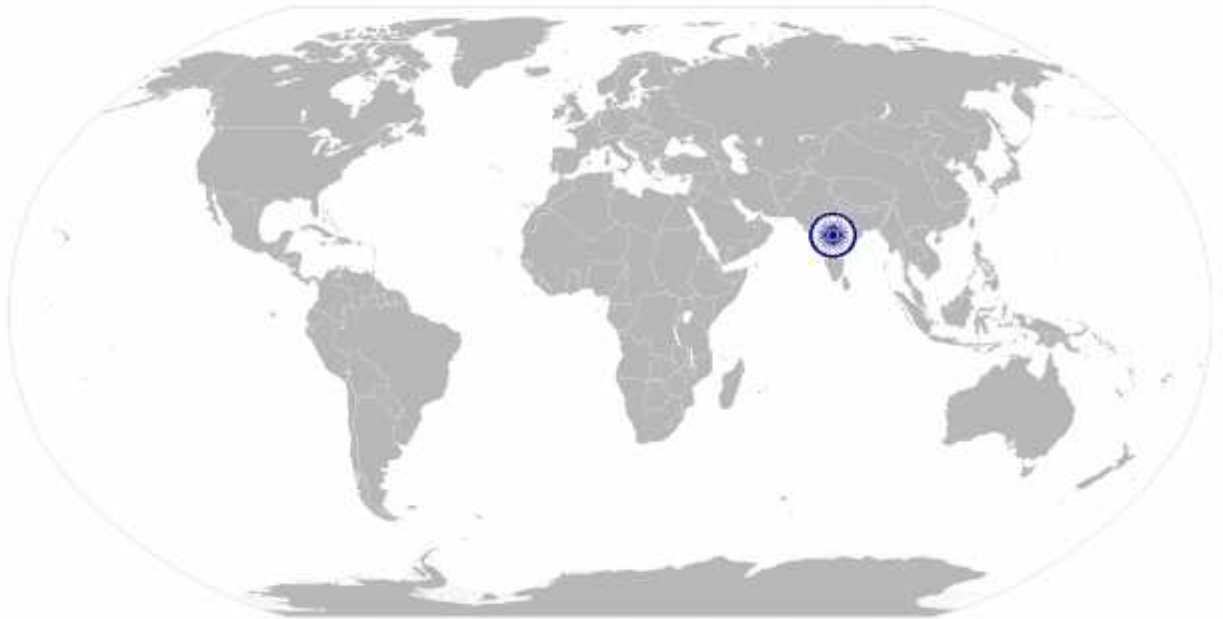
	<p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p>Maintaining personal protection and preventing the transmission of infections from person to person</p>	<p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact /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>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 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. The current national legislation, guidelines, local policies and protocols which affect work practice</p> <p>KB8. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others</p> <p>KB9. identification and management of infectious risks in the workplace</p> <p>KB10. aspects of infectious diseases including opportunistic organisms & pathogens</p> <p>KB11. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB12. the path of disease transmission including direct contact and penetrating</p>

HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	<p>injuries, risk of acquisition</p> <p>KB13. how to clean and sterile techniques</p> <p>KB14. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old</p> <p>KB15. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB16. sharps handling and disposal techniques</p> <p>KB17. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB18. good personal hygiene practice including hand care</p> <p>KB19. how to use personal protective equipment such as:</p> <p>KB20. The personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2.read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. listen patiently SA4. report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. consistently follow the procedure for washing and drying hands SB5. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. how to make exceptional effort to keep the environment and work place clean
	Problem Solving

HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	The user/individual on the job needs to know and understand how to: SB7. 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: SB8. 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: SB9. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB10. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues



HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

NOS Version Control

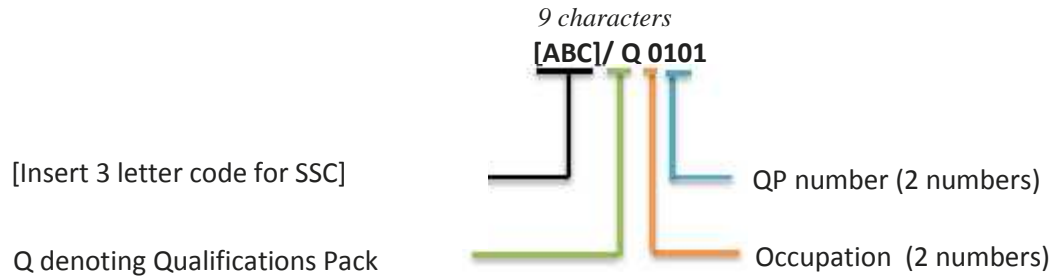
NOS Code	HSS/N 9618		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



Annexure

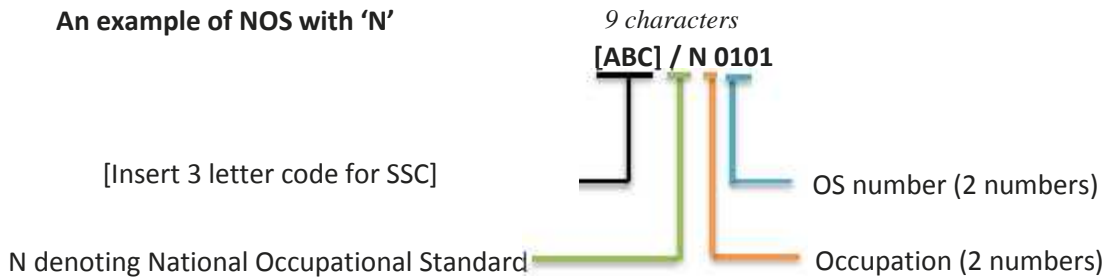
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Patient Relations Associate

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
Rehabilitative	76-85
Community Related	86-95
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry name	HSS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role Patient Relations Associate

Qualification Pack HSS/Q6102

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. 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 this criterion.
5. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
1. HSS/N 6104: Assess patient requirement and act accordingly	PC1. Meet and welcome visitors or patients	20	200	5	0	5
	PC2. Interview patients or their representatives to identify service requirements relating to care as per routine or emergency care, in-patient, out-patient, future patient, patients on follow-up, etc. and act as per needs to attain patient satisfaction			10	5	5
	PC3. identify and address the needs of visitors			10	5	5
	PC4. listen carefully to patient queries and dealing with them as			15	10	5

Qualifications Pack For Patient Relations Associate

per organizational procedure PC5. Keep calm, empathize with patient, keep patient informed to arrive at a mutually acceptable solution	5	2	3
PC6. Follow up with patient and/or with staff till query is resolved	5	2	3
PC7. Spot patient service problems by sense and service accordingly	5	2	3
PC8. Recognize basic requirement of patient related issues	5	2	3
PC9. Enquire patients if they are facing any problems and escalate to relevant authority	5	2	3
PC10. Recognize repeated problems and alert the appropriate authority	5	2	3
PC11. Share patient feedback with others to identify potential problems	5	2	3
PC12. Identify problems with systems and procedures before they begin to affect patients	5	2	3
PC13. Acknowledge the complaint, apologize for inconvenience and take prompt attention to diffuse situation	5	2	3
PC14. Identify and investigate the complaints from healthcare team for whom patient has raised the complaint	5	2	3
PC15. Identify the options for resolving a patient service problem	5	2	3
PC16. Work with others to identify and confirm the options to resolve a patient service problem	5	2	3
PC17. Consult other team members and relevant authority to arrive at best option to resolve the patient service problem	5	2	3

Qualifications Pack For Patient Relations Associate

	PC18. Resolve the issue with other options, if the chosen option fails.			10	5	5
	PC19. Discuss and agree the options for and take action to implement the option agreed with your patient			20	10	10
	PC20. Work with others and your patient to make sure that any promises related to solving the problem are kept			5	3	2
	PC21. Keep the patient fully informed about the measures being taken to resolve the problem			10	5	5
	PC22. Check with the patient to make sure the problem has been resolved to their satisfaction as much as possible			5	2	3
	PC23. Give clear reasons to the patient when the problem has not been resolved to their satisfaction			10	5	5
	PC24. Be well acquainted with policies of the organization			5	3	2
	PC25. Identify availability of beds and available services to assist patient accordingly			10	5	5
	PC26. Provide personal assistance, medical attention, emotional support, or other personal care to others such as co-workers, customers, or patients			10	5	5
	PC27. Monitor and review information from materials, events, or the environment, to detect or assess problems which could be managed or reported immediately			10	5	5
	Total	20	200	200	94	106
2. HSS/N 6105: Prepare for patient admission, registration & direct patient to accurate unit as per medical advice	PC1. Check assigned duties as per duty roster& assist while preparing duty roaster	20	200	10	5	5
	PC2. Check the appointment and bookings details of the patients			5	2	3

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along with relevant documentation as per diagnosis			
PC3. Receive and pass on messages and information to appropriate authority		5	2 3
PC4. Assess requirement of resources viz. type of room, availability and scheduling		10	5 5
PC5. Inform doctors/surgeons about the time of appointment		5	3 2
PC6. Identify organizational requirement and protocol for meeting patients		5	2 3
PC7. Check for any special requests or requirements on arrival		5	2 3
PC8. Check to ensure that communication with the patient can be made in the language known to the patient or attender		5	2 3
PC9. Check with doctors and specialists schedule and maintain a daily log		5	2 3
PC10. Check with out-patients and reconfirm appointments		5	2 3
PC11. Ensure all forms ready that need to be filled by the patients		5	3 2
PC12. Collect information and documents from new patient or recheck of repeat patient, the details required for patient registration as per organization's standards and government rules		10	5 5
PC13. Cross check the identity document details of the patients against original		5	3 2
PC14. Complete the registration details after interacting with the patient on details including room type, room number, tariff details, health insurance details, and payment method		10	5 5
PC15. Receive patient signature on completed patient registration document		5	2 3

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PC16. Record the information on all fields in the hospital management system		5	2	3
PC17. Return the original document immediately after scanning or copying		5	3	2
PC18. Ensure all mandatory patient details are captured as per regulatory requirement		10	5	5
PC19. Ensure patient details are recorded appropriately in the hospital system for future reference		5	2	3
PC20. Guide or escort the patient to the department as per appointment schedule and as per organization's procedures		10	5	5
PC21. Get the required forms filled by the patient/attenders.		5	2	3
PC22. Deal fairly, efficiently and promptly with questions and complaints, in line with organization's procedures		5	3	2
PC23. Respond to any referred emergencies, problems and requirements promptly and in accordance with organization's policies		10	5	5
PC24. Report any situation which cannot be resolved as per escalation matrix		5	2	3
PC25. Liaise and communicate with department where appointment has been set up		5	3	2
PC26. Present a professional image and treat individuals with respect at all times		5	3	2
PC27. Liaise with the concerned staff regarding check-in and checkout or interdepartmental shifts of patients		5	3	2
PC28. Assist patients to deal with documentation required for checking-in/out		5	2	3

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	PC29. Ensure that the patients get accommodation as per the need and arrangements or a suitable/acceptable alternative with ability to pay required			5	2	3
	PC30. Report non-compliance with standards/procedures to the appropriate persons, where necessary			10	5	5
	PC31. Develop specific goals and plans to prioritize, organize, and accomplish work			10	5	5
	Total	20	200	200	97	103
3.HSS/N 6106: Liaise & coordinate with healthcare team for effective patient management	PC1. Liaise with respective healthcare facility on duty to assist the patient during transfers from one place to another	20	200	20	10	10
	PC2. Ensure that the healthcare facility is taking care of patient's condition while transferring the patient and able to identify any emergency condition and accordingly raise alarm if required			30	10	20
	PC3. Assess Patient's size and healthcare assistant ability to assist			20	10	10
	PC4. Ensure patient's privacy & confidentiality during the transfer			10	5	5
	PC5. Establish patients needs and requests quickly and sensitively			10	5	5
	PC6. Confirm at the time of handling over & taking over of the patient at the respective department & ensure that the documentation are in line with the rules and legislations of organization's procedures			20	10	10
	PC7. Ask the patient of any specific requirement in line with organization's procedures			10	5	5
	PC8. Apologize for any delay or inconvenience			10	5	5
	PC9. Encourage and build mutual trust, respect, and cooperation among team members			20	10	10

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	PC10. Resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances and conflicts etc			20	10	10
	PC11. Monitor and supervise coordinators if any reporting happens for resolving			30	10	20
	Total	20	200	200	90	110
4.HSS/N 6107: Assist & coordinate during patient discharge & referral & TPA services	PC1. Assist in proper transfer of patients with patient centred & safety approach	10	200	5	2	3
	PC2. Get the required forms filled by the patients/attenders			5	3	2
	PC3. Deal fairly, efficiently and promptly with questions and complaints, in line with organization's procedures			5	2	3
	PC4. Respond to any referred patient emergencies, problems and requirements promptly and in accordance with company policies			10	5	5
	PC5. Report any situation which cannot be resolved as per escalation matrix			10	5	5
	PC6. Liaise and communicate with department where diagnostics were carried out			10	5	5
	PC7. Record any reported non-compliance with agreed standards of transfer service are accurately and promptly point out to the agencies			10	5	5
	PC8. Present a professional image and treat individuals with respect at all times			5	2	3
	PC9. Liaise with the concerned staff regarding checkout			10	5	5
	PC10. Assist patients to deal with documentation required for checking out			10	5	5
	PC11. Ensure that the patients medication and diagnostic procedure bills etc are provided to the patient/attendant			10	5	5

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PC12. Maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and patient safety			5	3	2
PC13. Ensure complete and accurate registration, including patient demographic and current insurance information			10	5	5
PC14. Assemble information concerning patient's clinical background and referral need			10	5	5
PC15. Contact review organizations and insurance companies to ensure prior approval requirements are met.			10	5	5
PC16. Review details and expectations about the referral with patients			10	5	5
PC17. Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance)			10	5	5
PC18. Be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns.			10	5	5
PC19. Assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely manner			10	5	5
PC20. Ensure that referrals are addressed in a timely manner			5	2	3
PC21. Enquire patients regarding availing of medical insurance			10	5	5
PC22. Guide the patient to the correct TPA department			10	5	5
PC23. Connect with TPA department and informing about the patient's needs			10	6	4
Total	10	200	200	100	100

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5.HSS/N 6108: Facilitate billing and processing cash/ credit transactions	PC1. Identify the services being rendered to the client through appropriate channel	10	200			
				20	10	10
	PC2. Assess accurateness of the invoice generated through various means					
				30	10	20
	PC3. Record payments from patients accurately as per organizational SOP's					
				20	10	10
	PC4. Record clearly and accurately the reasons if payments are overdue					
				20	10	10
	PC5. Identify problems accurately and sort them out promptly as per SOP's					
				20	10	10
PC6. Facilitate for storage of payments securely a per organizational SOP's						
	20	10	10			
PC7. Check that charges, credits made to patient accounts are correct						
	30	10	20			
PC8. Coordinate for Identifying and sorting out problems with patient accounts						
	20	10	10			
PC9. Escalate to concerned authority timely about problems with patient accounts which are beyond the limits of competency & authority						
	20	10	10			
Total	10	200	200	90	110	
6. HSS/N 9615 Maintain Interpersonal relationship with colleagues, patients and others	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	50			
				5	2	3
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual					
				3	1	2
	PC3. Confirm that the needs of the individual have been met					
	2	0	2			
PC4. Respond to queries and information needs of all individuals						
	2	1	1			

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	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality			2	1	1
	PC6. Respect the individual's need for privacy			5	2	3
	PC7. Maintain any records required at the end of the interaction			2	1	1
	PC8. Integrate one's work with other people's work effectively			2	1	1
	PC9. Utilize time effectively and pass on essential information to other people on timely basis			5	2	3
	PC10. Work in a way that shows respect for other people			2	1	1
	PC11. Carry out any commitments made to other people			2	1	1
	PC12. Reason out the failure to fulfill commitment			2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems			2	1	1
	PC14. Clearly establish, agree, and record the work requirements			2	1	1
	PC15. Ensure his/her work meets the agreed requirements			2	1	1
	PC16. Treat confidential information correctly			5	2	3
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role			5	2	3
	TOTAL	5	50	50	21	29
7. HSS/N 9616 Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	5	50	5	2	3
	PC2. Work within organizational systems and requirements as appropriate to one's role			5	2	3
	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority			10	5	5

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	PC4. Maintain competence within one's role and field of practice			5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem			5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice			5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times			5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice			5	2	3
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements			5	2	3
	TOTAL	5	50	50	21	29
8. HSS/N 9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	50	2	1	1
	PC2. Comply with health, safety and security procedures for the workplace			2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety			2	1	1
	PC4. Identify potential hazards and breaches of safe work practices			5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations			5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority			4	2	2
	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable			5	2	3
	PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently			5	2	3

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	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person			5	2	3
	PC10. Complete any health and safety records legibly and accurately			5	2	3
	PC11. Report any identified breaches in health, safety, and security procedures to the designated person			5	2	3
	PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected			5	2	3
	Total	5	50	50	21	29
9. HSS/N 9618 Follow biomedical waste disposal and infection control policies and procedures	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	5	50	5	2	3
	PC2. Store clinical or related waste in an area that is accessible only to authorized persons			5	2	3
	PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter			2	1	1
	PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control			2	1	1
	PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization			2	1	1
	PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate			2	1	1

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PC7. Follow protocols for care following exposure to blood or other body fluids as required			2	1	1
PC8. Remove spills in accordance with the policies and procedures of the organization			2	1	1
PC9. Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled			5	2	3
PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work			2	1	1
PC11. Confine records, materials and medicaments to a well-designated clean zone			2	1	1
PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone			2	1	1
PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols			2	1	1
PC14. Replace surface covers where applicable			3	1	2
PC15. Maintain and store cleaning equipment			2	1	1
PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures			2	1	1
PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination			2	1	1
PC18. Cover cuts and abrasions with water-proof dressings and change as necessary			2	1	1

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	PC19.Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact			2	1	1
	PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection			2	1	1
	Total	50	5	50	23	27
Grand Total	Theory		Practical	Total		
	100		1200	1300		