

Model Curriculum

Pradhan Mantri Arogya Mitra

SECTOR: HEALTHCARE
SUB-SECTOR: Allied Health and Paramedics
OCCUPATION: Non Direct Care
REF ID: HSS/Q6105, v1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

HEALTHCARE SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Pradhan Mantri Arogya Mitra' QP No. 'HSS/Q6105 NSQF Level 4'

Date of Issuance: August 1st, 2018

Valid up to*: August 1st, 2019

*Valid up to the next review date of the Qualification Pack



Authorised Signatory
(Healthcare Sector Skill Council)

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Pradhan Mantri Arogya Mitra

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Pradhan Mantri Arogya Mitra”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner

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| Program Name | Pradhan Mantri Arogya Mitra | | |
| Qualification Pack Name & Reference ID. ID | HSS/Q6105, v1.0 | | |
| Version No. | 1.0 | Version Update Date | 01/08/2018 |
| Pre-requisites to Training | 12 th Standard pass, Qualified ASHA workers with at least 1 year of experience preferred. | | |
| Training Outcomes | <p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare for help desk operations • Provide relevant AB-PMJAY information to beneficiaries • Check eligibility and verify patients/beneficiaries for AB-PMJAY • Submit registration, pre-authorization and claims requests and facilitate service • Use computers, electronic and related equipment for carrying out various work activities • Maintain interpersonal relationship with patients, colleagues and others • Maintain professional personal standards of grooming and conduct • Apply health and safety practices at the workplace | | |

This course encompasses 8 out of 8 National Occupational Standards (NOS) of “Pradhan Mantri Arogya Mitra” Qualification Pack issued by “Healthcare Sector Skill Council”.

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
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| 1 | <p>Introduction</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code HSS/N6116, HSS/N6117</p> | <ul style="list-style-type: none"> Describe the features of Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY) Describe the role of an Pradhan Mantri Arogya Mitra in the AB-PMJAY Explain the purpose and provisions of AB-PMJAY Describe the basic structure and function of healthcare facilities available at various levels, hospice care, clinics Explain the State specific guidelines for the Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY) | Training Kit (PowerPoint, Trainer Guide) |
| 2 | <p>Provide relevant AB-PMJAY information to beneficiaries</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 01:00</p> <p>Corresponding NOS Code HSS/N6117</p> | <ul style="list-style-type: none"> Interpret AB-PMJAY documents, manuals and information sheets accurately Provide relevant AB-PMJAY information required by patients/beneficiaries and representatives State key success factors of AB-PMJAY and own performance State the eligibility criteria for AB-PMJAY List the key entities in the AB-PMJAY, and describe their role and responsibilities State the relationship of Pradhan Mantri Arogya Mitras and help desk with the empanelled healthcare provider List state specific schemes and guidelines under the Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY) Describe organisation structure, roles and responsibilities of others, reporting structures, escalation matrix for various purposes | Training kit (Trainer guide, PowerPoint) |
| 3 | <p>Generate awareness, and provide required information</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 01:00</p> <p>Corresponding NOS Code HSS/N6117</p> | <ul style="list-style-type: none"> Provide required information to eligible patients/beneficiaries and their representatives Evaluate patient’s information to assess the suitability for AB-PMJAY Create awareness amongst patients and target beneficiaries about the benefits of AB-PMJAY Enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for AB-PMJAY Explain inclusions and exclusions of AB-PMJAY Explain registration, pre-authorisation, claim and grievance procedures to the beneficiaries | Training kit (Trainer guide, PowerPoint) |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
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| | | <ul style="list-style-type: none"> Describe the importance of effective communication Communicate in an appropriate language and pace as understood by the enquirer Confirm correct understanding of information by the patient or their representatives Provide language appropriate, pamphlets/flyers or other documented information to the targeted beneficiaries on AB-PMJAY Highlight or underline key information on information documents/flyers Key information: eg. Information that addresses direct targeted beneficiary queries; contact information; list of documents required; etc. Provide lists of documents or information, with visual indicators, to semi-literate or illiterate beneficiaries while repeating information verbally for their understanding | |
| 4 | <p>Prepare for help desk operations</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 02:00</p> <p>Corresponding NOS Code HSS/N6116</p> | <ul style="list-style-type: none"> Register as an Pradhan Mantri Arogya Mitra on the Beneficiary Identification System (BIS) Interpret various sources of assistance conveniently Verify the positioning of the kiosk or help desk to meet set standards Identify and use work flow order, sequence and other guiding factors for determining placement and positioning of equipment, accessories, document and supplies Ensure cleanliness and hygiene of the kiosk as per the set standards List various supplies required to effectively discharge duty as Pradhan Mantri Arogya Mitra Check for the necessary supplies and obtain supplies from the concerned authority as and when required Check for the positioning of signages and set signages as per the policy Organise layout documents, stationery, equipment and accessories as per the workflow for efficient operation Perform opening inventory procedures to assess the stock Set-up equipment and accessories as per the guidelines Check for the working condition of all equipment and accessories and report to the concerned authority in case of any malfunction Store all equipment and accessories in the designated location when not in use Procure stock from the concerned authority as per the requirement | <p>Training Kit (PowerPoint, Trainer Guide)</p> <p>Biometric device, Computer, Printer, Modem, Scanner, Digital camera, webcam</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
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| | | <ul style="list-style-type: none"> Enumerate key success factors of AB-PMJAY and own performance Describe shift handover/takeover procedure Prepare inventory records as per the policy Explain the importance of timely resolution as a factor for successful and effective problem solving | |
| 5 | <p>Use computers, electronic and related equipment for carrying out various work activities</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 02:00</p> <p>Corresponding NOS Code HSS/N6120</p> | <ul style="list-style-type: none"> Identify the main parts a computer Interpret computer specification accurately Describe various data storage methods and components used for storing the data Explain the procedure to connect printer/scanner/web cam to a computer Setup the computer as per the standard process Access data and information as per authorised privileges Access internet and relevant portals/sites Pose a query on the internet to get relevant/required information Describe cyber security guidelines and adhere to guidelines while storing, retrieving or communicating information Seek help from the concerned authority in case of any related issues Use database applications to input, modify, retrieve and store information Use basic image modification features such as brighten and crop to manipulate and edit images Operate electrical/electronic devices following the principles and practices of electrical safety at times Assess the safety of electronic device and related accessories by observing for damage, wear and tear, etc. Operate a photocopier, printer and scanner effectively Follow file transfer protocols Determine the level of confidentiality and security requirements of the document and store accordingly as per company procedure Plan and organise documentation and device storage, in order to establish ease of identification, retrieval, and safety & security of information | <p>Training kit (Trainer guide, PowerPoint)</p> <p>Biometric device, Computer, Printer, Modem, Scanner, Digital camera, webcam</p> |
| 6 | <p>Check eligibility and provide IDs to patients/beneficiaries for AB-PMJAY</p> <p>Theory Duration (hh:mm) 04:00</p> | <ul style="list-style-type: none"> State eligibility criteria to enrol for AB-PMJAY Use various search types to determine the eligibility of the patient for AB-PMJAY Describe the Beneficiary Information System and information available as well as processes to be conducted in the same Setup the equipment to register beneficiaries for the AB-PMJAY | |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
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| | <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code HSS/N6118</p> | <ul style="list-style-type: none"> Log into the Beneficiary Identification System Browse through the BIS web portal and explain navigation procedure Physically verify eligibility documents and check the eligibility using BIS web portal Check for registration of the patient using various parameters Use AADHAR options to verify details of the patient Use Non- AADHAR options to verify details of the patient Take the photograph of the patient/beneficiary using a digital camera or a webcam Upload photograph and relevant document on the portal at the relevant sections Explain the significance of the 'Silver level' | |
| 7 | <p>Register patients/beneficiaries, verify the pre- authorisation and submit reimbursement claims</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code HSS/N6119</p> | <ul style="list-style-type: none"> Describe the Transaction Management System and information available as well as the processes to be conducted in the same Register patients/beneficiaries in the transaction management system with approved AB-PMJAY onto the system directly or through telephone in case of emergencies Login and register patient details accurately in the designated field Generate patient ID and print registration documents as per requirement Verify pre- authorisation process in the transaction management system initiated by doctor/medico by logging into the system Collect, scan and upload documents required for pre- authorisation request Generate a claim number by successfully verifying the pre- authorisation Generate status responses to queries for checking pre- auth panel doctor (PPD) decision and comments Coordinate with the doctor/medico to address objections and resubmit the request Communicate to patient's status and decision for pre- authorisation, alongwith reasons for the same Verify patient discharge summary, provide follow- up information to the beneficiaries Submit the reimbursement claim accurately, as per laid down procedure, liaising with the medical officer for collecting necessary documents Ensure that the patient, from the time of pre- authorisation to discharge, is getting all the benefits as per AB-PMJAY norms | <p>Training kit (Trainer guide, PowerPoint)</p> <p>Biometric device, Computer, Printer, Modem, Scanner, Digital camera, webcam</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
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| | | <ul style="list-style-type: none"> • Liaise with the empanelled healthcare provider for timely admission and availability of beds to patients • Guide patients/beneficiaries to locate correct facilities and receive prompt treatment • Provide status update for registration, authorization or claim from the respective system to the patient/beneficiary or relevant hospital authority • Ensure that all facilities and services that are being rendered to AB-PMJAY cardholder are without charging of any amount • Process card holder's request for duplicate card in case of loss or damage as per laid down procedures • Record and forward all grievances to the notice of Grievance Cell directly or through District Coordinator • Track and report refund of any investigation amount collected in contravention of AB-PMJAY guidelines • Report any irregularity or inadequacy noticed to the concerned supervisors • Ensure that patient services are delivered as per AB-PMJAY guidelines | |
| 8 | <p>Maintain interpersonal relationship with patients, colleagues and others</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 01:00</p> <p>Corresponding NOS Code HSS/N9615</p> | <ul style="list-style-type: none"> • Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics • Respond to queries and information needs of all individuals • Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality • Respect an individual's need for privacy • Integrate one's work with other people's work effectively • Utilize time effectively and pass on essential information to other people on timely basis • Work in a way that shows respect for other people • Carry out any commitments made to other people • Reason out the failure to fulfil commitment • Identify any problems with team members and other people and take the initiative to solve these problems • Establish, agree, and record the work requirements • Ensure his/her work meets the agreed requirements • Treat confidential information correctly • Work in line with the organization's procedures and policies and within the limits of his/her job role | Training kit (Trainer guide, PowerPoint) |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
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| 9 | <p>Maintain professional personal standards of grooming and conduct</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 01:00</p> <p>Corresponding NOS Code HSS/N6121</p> | <ul style="list-style-type: none"> Display appropriate professional appearance for the workplace Professional appearance: clean uniform, neat and combed hair, polished footwear, well-manicured nails, etc. Wear masks and head gear in sensitive areas Ensure one is free from any foul body odour or bad breath and maintain clean hands by regular washing Communicate in a professional manner Act in line with principles of equal opportunity and inclusion, eliminating unfair bias from decisions Give information to others clearly, at a pace and in a manner that helps them to understand Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks Demonstrate responsible and disciplined behaviour at the workplace Disciplined behaviour: punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. Escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict | Training kit (Trainer guide, PowerPoint) |
| 10 | <p>Apply health and safety practices at the workplace</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 01:00</p> <p>Corresponding NOS Code HSS/N6122</p> | <ul style="list-style-type: none"> Identify possible causes of risk, hazard or accident at the workplace Describe methods of accident prevention Explain the significance of maintaining the workplace clean and tidy List various causes of fire Recognise suitable fire extinguishers based on the type of fire Identify various safety signs and describe their meaning Use safe lifting and carrying practices Interpret relevant Occupational Health and Safety (OHS) regulations Respond to various emergencies as per the guidelines Identify Personal Protective Equipment (PPE) while working in sensitive areas Demonstrate the procedure to extinguish a fire by selecting a suitable type of fire extinguisher Demonstrate good housekeeping practices to prevent fire hazards | Training kit (Trainer guide, PowerPoint) Fire Extinguisher |
| | Total Duration | Unique Equipment Required: <ul style="list-style-type: none"> Biometric device | |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
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| | <p>Theory Duration 21:00</p> <p>Practical Duration 24:00</p> | <ul style="list-style-type: none"> • Iris scanner • Computer /Laptop • Tablet • Printer • Internet access • Document scanner • Digital camera • Webcam • Necessary softwares <p>Specific Tools and materials for the Modules:</p> <ul style="list-style-type: none"> • Class A, B, C, D and K fire extinguishers • First aid kit with all contents • Personal Protective Equipment | |

Grand Total Course Duration: **45 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Healthcare Sector Skill Council](#))

Trainer Prerequisites for Job role: “Pradhan Mantri Arogya Mitra” mapped to Qualification Pack: “HSS/Q6105 v1.0”

| Sr. No. | Area | Details |
|---------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Description | The Pradhan Mantri Arogya Mitra is a frontline health service professional who serves as a first contact for beneficiaries of the AB-PMJAY, at an Empanelled Health Care Provider. She/he provides patient support in the form of enrolment, insurance scheme information, selection of packages, claim assistance, etc. Key responsibilities include checking and uploading registration documentation, collecting and filling in registration data, providing information, filing claims, etc. |
| 2 | Personal Attributes | The role holder needs to work in collaboration with healthcare providers and interact with patients and their families in a hospital setting. She/he should exhibit good coordination skills, self-discipline, dedication, persistence, ethical behaviour and deal empathetically with patients. It is also important for the individual to have fluent communication skills in English/Hindi and the local language, have adequate functional computer literacy, good hygiene and personal presentation. |
| 3 | Minimum Educational Qualifications | Graduate in any discipline, preferably 3 years experience as a Healthcare Insurance or 3 years experience in Hospital Management. Mandatory Computer literacy. |
| 4a | Domain Certification | Certified for Job Role: “Pradhan Mantri Arogya Mitra” mapped to QP: “HSS/Q6105, v1.0”. Minimum accepted score is 80% |
| 4b | Platform Certification | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted as per respective SSC guidelines is 80%. |
| 5 | Experience | <ul style="list-style-type: none"> Completed the Pradhan Mantri Arogya Mitra Training Course and passed the respective course exam/certification |

Annexure: Assessment Criteria

Job Role: Qualification Pack for Pradhan Mantri Arogya Mitra

Qualification Pack: HSS/Q6105

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).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

| Compulsory NOS | | | | Marks Allocation | | |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------|------------------|------------------|--|
| Total Marks: 700 | | | | | | |
| Assessment outcomes | Assessment Criteria for outcomes | Total Marks | Out of | Theory | Skills Practical | |
| HSS/N6116 Prepare for helpdesk operations | PC1. wear a clean set of clothing with identification/badges as required by workplace standards | 100 | 6 | 2 | 4 | |
| | PC2. register as an Pradhan Mantri Arogya Mitra on the Beneficiary Identification System (BIS) to become an authorised BIS web user on the portal | | 8 | 3 | 5 | |
| | PC3. prepare and get notifications and acknowledgements of inventories, pending/special patient case logs, material consumption and requisitioning, repair and maintenance requirements, clear cut-off (handover/takeover)times, special circumstances, etc. for effective shift transitioning | | 6 | 2 | 4 | |

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| PC4. obtain and organise the required documents (technical and troubleshooting manuals reference guides, ready reckoners, etc.) and other sources of assistance conveniently, for ease of access when needed | 6 | 2 | 4 |
| PC5. position oneself correctly and indicate that one is ready and available for service | 6 | 2 | 4 |
| PC6. ensure the kiosk/help desk is structurally set-up as per instructions, clean and tidy and safe for operations, positioned correctly in an approved area, and not causing inconvenience to others | 8 | 3 | 5 |
| PC7. obtain necessary stock of various supplies including information booklets/pamphlets, forms and formats, stationery, etc. as per need of inventory level requirements | 6 | 2 | 4 |
| PC8. ensure signage related to the helpdesk is positioned correctly and is visible | 6 | 2 | 4 |
| PC9. organise and lay out documents, stationery, equipment and accessories as per workflow and for efficient operations | 6 | 2 | 4 |
| PC10. carry-out opening inventory procedures to account for available stock, record and report as per procedure | 6 | 2 | 4 |
| PC11. connect and set-up equipment and accessories correctly as per guidelines | 6 | 2 | 4 |
| PC12. ensure supplies are adequate and ready for operations | 6 | 2 | 4 |
| PC13. ensure all equipment and accessories are in working condition and safe to operate | 6 | 2 | 4 |
| PC14. position and place all equipment and accessories in manner to ensure safety and security | 6 | 2 | 4 |
| PC15. test internet, phone signal connectivity and strength to determine adequacy for operations | 7 | 3 | 4 |
| PC16. report any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority as per standard procedure | 5 | 2 | 3 |
| Total | 100 | 35 | 65 |

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| HSS/N6117 Provide relevant AB-PMJAY information to beneficiaries | PC1. identify the relevant information that is required by patients and their representatives regarding AB-PMJAY | 100 | 7 | 3 | 4 |
| | PC2. identify the relevant information required by authorities | | 6 | 2 | 4 |
| | PC3. identify sources of information for various AB-PMJAY related queries | | 6 | 2 | 4 |
| | PC4. identify various categories of beneficiaries | | 7 | 3 | 4 |
| | PC5. obtain and keep accessible reference sources for verification of information and clarification of doubts | | 6 | 2 | 4 |
| | PC6. provide information to patients/targeted beneficiaries regarding the eligibility verification process, documentation, benefits, packages, etc. | | 8 | 3 | 5 |
| | PC7. inform ineligible patients and their representatives about the criteria for eligibility and their mismatching factors, politely, after verification through the BIS web portal | | 8 | 3 | 5 |
| | PC8. provide information on AB-PMJAY inclusions and exclusions to patients | | 8 | 3 | 5 |
| | PC9. provide information to the patient/beneficiary about the various processes of AB-PMJAY | | 8 | 3 | 5 |
| | PC10. communicate in an appropriate language and pace as understood by the enquirer | | 6 | 2 | 4 |
| | PC11. enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for AB-PMJAY | | 6 | 2 | 4 |
| | PC12. confirm correct understanding of information by the patient or their representatives | | 6 | 2 | 4 |
| | PC13. provide pamphlets/flyers or other documented information to the targeted beneficiaries on AB-PMJAY in appropriate language | | 6 | 2 | 4 |
| | PC14. highlight or underline key information on information documents/flyers | | 6 | 2 | 4 |

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| | PC15. provide lists of documents or information, with visual indicators, to semi-literate or illiterate beneficiaries while repeating information verbally for their understanding | | 6 | 2 | 4 |
| | | Total | 100 | 36 | 64 |
| HSS/N6118 Check eligibility and provide IDs to patients/beneficiaries for AB-PMJAY | PC1. login to the Beneficiary Identification System (BIS) web portal successfully | 100 | 5 | 2 | 3 |
| | PC2. determine the eligibility of the patient for scheme related benefits by using various methods | | 10 | 4 | 6 |
| | PC3. ask for the correct, eligible and required documents to check registration on the BIS portal | | 10 | 4 | 6 |
| | PC4. carry out a physical verification of the potential beneficiary with the identity document to verify a first level match | | 10 | 4 | 6 |
| | PC5. query the BIS web portal using ration card number, mobile number, name, family name and various other parameters to check registration of the patient | | 10 | 4 | 6 |
| | PC6. verify family details into the BIS system accurately using ration card or questioning | | 8 | 3 | 5 |
| | PC7. update and verify details of the patient/beneficiary using AADHAR verification options | | 8 | 3 | 5 |
| | PC8. add and verify details of the patient/beneficiary Non-AADHAR verification options | | 6 | 2 | 4 |
| | PC9. click a clear photograph of the patient/beneficiary using a digital camera or web cam | | 6 | 2 | 4 |
| | PC10. scan documents like identity card, family card to establish beneficiary relations in the family | | 6 | 2 | 4 |
| | PC11. upload photographs and documents on the BIS web portal in the relevant fields | | 6 | 2 | 4 |
| | PC12. submit the records for further verification from approved authorities using laid down procedures | | 4 | 1 | 3 |

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| | PC13. follow notification message of approval for printing verified beneficiary Ayushman Bharat card after successful 'golden level' or final verification or record objection/deficiency and provide to the beneficiary | | 6 | 2 | 4 |
| | PC14. store all equipment and accessories in a safe and secure manner, in designated storage, when it is not going to be attended to for extended period of time such as at night | | 5 | 2 | 3 |
| | | Total | 100 | 37 | 63 |
| HSS/N6119 | PC1. register patients/beneficiaries in the transaction management system (TMS) with approved beneficiary Ayushman Bharat card when they visit or through telephone in case of emergencies | | 4 | 2 | 2 |
| Submit registration, pre-authorization and claims requests and facilitate service | PC2. login and register patient details accurately in the designated field | | 4 | 2 | 2 |
| | PC3. generate patient ID and print registration documents as per requirement | | 3 | 1 | 2 |
| | PC4. verify pre-authorization process in the transaction management system initiated by doctor/hospital staff by logging into the system | | 5 | 2 | 3 |
| | PC5. collect, scan and upload documents required for pre-authorization request | | 5 | 2 | 3 |
| | PC6. generate a claim number by successfully verifying the pre-authorization | | 5 | 2 | 3 |
| | PC7. generate status responses to queries for checking pre-authorizing panel doctor (PPD) decision and comments | | 5 | 2 | 3 |
| | PC8. coordinate with the doctor/hospital staff to address objections and resubmit the request | | 5 | 2 | 3 |
| | PC9. communicate to patient or relevant hospital staff status and decision for pre-authorization or claim along with reasons for the same | | 5 | 2 | 3 |
| | PC10. verify patient discharge summary, provide follow-up information to the beneficiaries | | 5 | 2 | 3 |

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| | PC11. submit the reimbursement claim accurately, as per laid down procedure, liaising with the Medical officer for collecting necessary documents | | 5 | 2 | 3 |
| | PC12. ensure that the patient, from the time of pre-authorization to discharge, is getting all the benefits as per AB-PMJAY norms | | 5 | 2 | 3 |
| | PC13. liaise with the empaneled health care provider for timely admission and availability of bed to patient | | 5 | 2 | 3 |
| | PC14. guide patients/beneficiaries to locate correct facilities and receive prompt treatment | | 5 | 2 | 3 |
| | PC15. ensure that all facilities and services that are being rendered to Beneficiary Ayushman Bharat Card holder are without charging any amount | | 4 | 2 | 2 |
| | PC16. process card holder's request for duplicate card in case of loss or damage as per laid down procedures | | 4 | 2 | 2 |
| | PC17. record and forward all grievances to the notice of Grievance Cell directly or through District Coordinator | | 4 | 2 | 2 |
| | PC18. track and report refund of any investigation amount collected in contravention of AB-PMJAY guidelines | | 5 | 2 | 3 |
| | PC19. track number of returns for the pre-authorization requests submitted | | 5 | 2 | 3 |
| | PC20. seek feedback from the patient/beneficiary at various stages in prescribed format and process the same | | 4 | 2 | 2 |
| | PC21. report any irregularity or inadequacy noticed to the concerned supervisors | | 4 | 2 | 2 |
| | PC22. store all equipment and accessories in a safe and secure manner, in designated storage, when it is not going to be attended to for extended period of time such as at night | | 4 | 2 | 2 |
| | | Total | 100 | 43 | 57 |
| HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities | PC1.setup main components of a computer correctly and start it | 100 | 3 | 1 | 2 |
| | PC2.operate the computer to access data and information on it and through it as per authorised privileges | | 3 | 1 | 2 |

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| PC3. identify the operating system, information storage system and applications/software used for data storage and retrieval | 3 | 1 | 2 |
| PC4. navigate computer drives, directories, folders and software applications to access specified file locations and search for specified files or data | 3 | 1 | 2 |
| PC5. use database applications to input, modify, retrieve and store information | 3 | 1 | 2 |
| PC6. use various search and select methods/parameters including key words, ID numbers, data type, drop down menu selections to retrieve data | 3 | 1 | 2 |
| PC7. follow the organisational access control and data security policies to access data and information | 3 | 1 | 2 |
| PC8. access internet and relevant portals/sites | 3 | 1 | 2 |
| PC9. query for information on the internet | 3 | 1 | 2 |
| PC10. follow electrical safety precautions while using computers which use electricity to run | 3 | 1 | 2 |
| PC11. follow ergonomic guidelines specified for working on computers | 3 | 1 | 2 |
| PC12. follow cyber security guidelines while storing, retrieving or communicating information online (through the internet) | 5 | 2 | 3 |
| PC13. log in to computer systems and application using various access verification methods such as passwords, OTP, bio-metrics, etc. | 5 | 2 | 3 |
| PC14. seek assistance of IT helpdesk available as per organisational policy in case of computer related problems | 3 | 1 | 2 |
| PC15. use web cameras by switching it on, off and clicking photos through built-in applications | 3 | 1 | 2 |
| PC16. use phone and digital cameras to click clear and well composed identification photographs, in a safe manner | 3 | 1 | 2 |
| PC17. load and unload data cards to digital cameras, computers and phone devices | 3 | 1 | 2 |

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| | PC18.locate picture files on storage medium, download, upload, save, name, rename, delete, and transfer files from one device to another | | 3 | 1 | 2 |
| | PC19.use basic image modification features such as brighten and crop to manipulate and edit images | | 3 | 1 | 2 |
| | PC20.seek permission before clicking someone's photographs | | 3 | 1 | 2 |
| | PC21.follow data protection and privacy laws and guidelines when dealing with personal photographs of others | | 3 | 1 | 2 |
| | PC22.use photocopier machines to photocopy documents clearly | | 3 | 1 | 2 |
| | PC23.use feature on photocopier machines to adjust output quality and size | | 3 | 1 | 2 |
| | PC24.use a scanner to scan documents and photographs clearly | | 3 | 1 | 2 |
| | PC25.transfer scanned files between using various methods | | 3 | 1 | 2 |
| | PC26.use a printer to print documents from a computer or an external storage device | | 3 | 1 | 2 |
| | PC27.connect printers to computer and load them with paper | | 3 | 1 | 2 |
| | PC28.test printer output, ink/toner and connectivity | | 3 | 1 | 2 |
| | PC29.replace toner/ink/cartridges in printers correctly | | 3 | 1 | 2 |
| | PC30.operate electrical/electronic devices following principles and practices of electrical safety at times | | 3 | 1 | 2 |
| | PC31.assess safety of electronic device and related accessories by observing for damage, wear and tear, etc. | | 3 | 1 | 2 |
| | PC32.act on any electrical safety risk immediately with suitable action and report the same for maintenance and repair to the right authority | | 3 | 1 | 2 |
| | | Total | 100 | 34 | 66 |
| HSS/N 9615 Maintain interpersonal relationship with | PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics | 100 | 10 | 4 | 6 |

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| colleagues, patients and others | PC2. utilize all training and information at one's disposal to provide relevant information to the individual | | 6 | 2 | 4 |
| | PC3. confirm that the needs of the individual have been met | | 4 | 0 | 4 |
| | PC4. respond to queries and information needs of all individuals | | 4 | 2 | 2 |
| | PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality | | 4 | 2 | 2 |
| | PC6. respect the individual's need for privacy | | 10 | 4 | 6 |
| | PC7. maintain any records required at the end of the interaction | | 4 | 2 | 2 |
| | PC8. integrate one's work with other people's work effectively | | 4 | 2 | 2 |
| | PC9. utilize time effectively and pass on essential information to other people on timely basis | | 10 | 4 | 6 |
| | PC10. work in a way that shows respect for other people | | 4 | 2 | 2 |
| | PC11. carry out any commitments made to other people | | 4 | 2 | 2 |
| | PC12. reason out the failure to fulfill commitment | | 4 | 2 | 2 |
| | PC13. identify any problems with team members and other people and take the initiative to solve these problems | | 4 | 2 | 2 |
| | PC14. establish, agree, and record the work requirements | | 4 | 2 | 2 |
| | PC15. ensure his/her work meets the agreed requirements | | 4 | 2 | 2 |
| | PC16. treat confidential information correctly | | 10 | 4 | 6 |
| | PC17. work in line with the organization's procedures and policies and within the limits of his/her job role | | 10 | 4 | 6 |
| | | | Total | 100 | 42 |
| HSS/N6121 Maintain professional standards of grooming and conduct | PC1.display appropriate professional appearance for the workplace | 100 | 7 | 3 | 4 |
| | PC2.wear masks and head gear in sensitive areas | | 5 | 2 | 3 |

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|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|-----------|-----------|
| | PC3.ensure one is free from any foul body odour or bad breath by maintaining proper oral hygiene | | 5 | 2 | 3 |
| | PC4.maintain clean hands by regular washing | | 5 | 2 | 3 |
| | PC5.refrain from chewing during talking or communicating with others | | 5 | 2 | 3 |
| | PC6.communicate in a professional manner at all times, without using slang, or casual expletives, foul words, etc. | | 10 | 3 | 7 |
| | PC7.use appropriate titles and terms of respect to the customers | | 5 | 2 | 3 |
| | PC8.communicate and act respecting diversity, without making sexist or derogatory comments about any caste, religion, sect, colour, creed, nationality, etc. | | 10 | 3 | 7 |
| | PC9.act in line with principles of equal opportunity and inclusion, eliminating unfair bias from decisions | | 10 | 3 | 7 |
| | PC10.give information to others clearly, at a pace and in a manner that helps them to understand | | 7 | 3 | 4 |
| | PC11.display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible | | 10 | 3 | 7 |
| | PC12.consult with and assist others to maximize effectiveness and efficiency in carrying out tasks | | 7 | 3 | 4 |
| | PC13.demonstrate responsible and disciplined behaviour at the workplace | | 7 | 3 | 4 |
| | PC14.escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict | | 7 | 3 | 4 |
| | | Total | 100 | 37 | 63 |
| MEP/N6122 Apply health and safety practices at the workplace | PC1. identify and report health and safety issues relating to immediate work environment according to procedures | 100 | 9 | 3 | 6 |
| | PC2. work safely and apply workplace related health and safety practices including using appropriate personal protective equipment (PPE) where required | | 9 | 3 | 6 |
| | PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies | | 8 | 3 | 5 |

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| | PC4. document and report all hazards, accidents and near-miss incidents as per set process | | 6 | 2 | 4 |
| | PC5. document safety records according to organisational policies | | 6 | 2 | 4 |
| | PC6. maintain the work area in a clean and tidy condition | | 9 | 3 | 6 |
| | PC7. report hygiene related concerns promptly to the relevant authority | | 8 | 3 | 5 |
| | PC8. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments | | 9 | 3 | 6 |
| | PC9. participate in emergency procedures | | 9 | 3 | 6 |
| | PC10. use the various appropriate fire extinguishers on different types of fires correctly | | 9 | 3 | 6 |
| | PC11. demonstrate rescue techniques applied during fire hazard | | 9 | 3 | 6 |
| | PC12. demonstrate good housekeeping in order to prevent fire hazards | | 9 | 3 | 6 |
| | | Total | 100 | 34 | 66 |