



# Medical Records Assistant

QP Code: PWD/HSS/Q5501

Version: 2.0

NSQF Level: 4

Skill Council for PwD || 501, City Centre, 5th Floor, 12/5, Plot 5, Sector 12, Dwaraka  
New Delhi 110076

**Adoption of Job Role for PwD :** Job mapping is critical for skill training of PwD so that the livelihood

opportunity looks at him/ her not because he/ she is having a disability but because of the skill. Mapping with a disability involves research with subject matter experts (SMEs) with a view on the industry requirement without compromising on performance outcome. In cases, mapping is also supported by the use of assistive tools/ technology.

### Expository Mapped Parameters

<b>Sector</b>	PwD
<b>Originating SSC</b>	Healthcare
<b>Original QP code</b>	HSS/Q5501
<b>QP Version</b>	2.0
<b>Expository Next Review Date</b>	NA

<b>Expository Code</b>	<b>Expository Version</b>	<b>Expository Name</b>	<b>Minimum Entry Criteria</b>	<b>Expository Linked On</b>
E001	1.0	Locomotor Disability	12th Class with NA Experience	N/A

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## HSS/Q5501: Medical Records Assistant

### Brief Job Description

The individual compiles, processes, and maintains medical records of patients in a manner which meets the medical, administrative, ethical, legal, and regulatory requirements of the health care system following its latest coding systems and standards.

### Personal Attributes

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

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [HSS/N5501: Review patients records for completeness](#)
2. [HSS/N5502: Maintain disease registries and clinical database](#)
3. [HSS/N5508: Maintain medical records for necessary compliances](#)
4. [HSS/N5509: Store medical records and maintain their confidentiality](#)
5. [HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others](#)
6. [HSS/N9616: Maintain professional & medico-legal conduct](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Health Informatics
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3252.0101
<b>Minimum Educational Qualification &amp; Experience</b>	12th Class (Science)

<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	16/03/2020
<b>Next Review Date</b>	29/01/2026
<b>NSQC Approval Date</b>	29/01/2021
<b>Version</b>	2.0

## HSS/N5501: Review patients records for completeness

### Description

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

### Scope

This unit/ task covers the following:

- Assess completeness of patient's medical records

### Elements and Performance Criteria

#### *Assess completeness of patient's medical records*

To be competent, the user/individual on the job must be able to:

- PC1.** collect the patients health related data from concerned department such as inpatient admission sheet, discharge summary, case history, physician progress notes, consultation notes, operation and procedure notes, diagnostic test reports, etc.
- PC2.** check that all patient related documents are authenticate and complete with presence of all the necessary information as per organizational policies
- PC3.** complete the forms and files by seeking relevant information from the concerned department in case of incomplete documentation
- PC4.** record the documentation using Hospital Information System (HIS) as per organizational policy and procedures

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the organization
- KU4.** established protocols for keeping and maintaining medical records as per organizations policy
- KU5.** basic structure and functions of the healthcare system in the country
- KU6.** basic structure and functions of healthcare facilities available at various levels e.g. hospice care, clinics
- KU7.** how to collect health information
- KU8.** medical terminology and their usage covering full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations
- KU9.** basic structure and function of the body system
- KU10.** various bodily processes such as maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection, active and passive physical activities
- KU11.** how to check medical records for required data

- KU12.** correlation of laboratory test results, procedures, and treatments with diagnosis
- KU13.** when to seek the help of nurse or concerned doctor
- KU14.** HIMS: computerized data entry and information processing systems
- KU15.** data collection methods for basic health care and research information

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write medical reports clearly and concisely in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** code files based on notes accompanying the document
- GS7.** classify and file reports for the ease of retrieval by records
- GS8.** arrange the file management area for easy access and efficiency
- GS9.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS10.** maintain confidentiality of patients data and reports
- GS11.** address lost file issues by checking probable locations and contacting concerned individuals
- GS12.** analyze medical records and diagnoses, to decide how best to code them in a patients medical records
- GS13.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess completeness of patient's medical records</i>	<b>60</b>	<b>50</b>	<b>24</b>	<b>30</b>
<b>PC1.</b> collect the patients health related data from concerned department such as inpatient admission sheet, discharge summary, case history, physician progress notes, consultation notes, operation and procedure notes, diagnostic test reports, etc.	60	10	24	30
<b>PC2.</b> check that all patient related documents are authenticate and complete with presence of all the necessary information as per organizational policies	-	15	-	-
<b>PC3.</b> complete the forms and files by seeking relevant information from the concerned department in case of incomplete documentation	-	15	-	-
<b>PC4.</b> record the documentation using Hospital Information System (HIS) as per organizational policy and procedures	-	10	-	-
<b>NOS Total</b>	<b>60</b>	<b>50</b>	<b>24</b>	<b>30</b>



### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N5501
<b>NOS Name</b>	Review patients records for completeness
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Non-Direct Care
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>Deactivation Date</b>	29/01/2026
<b>NSQ Clearance Date</b>	NA

## HSS/N5502: Maintain disease registries and clinical database

### Description

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

### Scope

This unit/ task covers the following:

- assign standard codes and maintain disease registries and clinical database

### Elements and Performance Criteria

#### *assign standard codes and maintain records of disease registries and clinical database*

To be competent, the user/individual on the job must be able to:

- PC1.** identify standard codes related to disease, operation and /or procedure using latest International Classification of Disease (ICD) coding guidelines
- PC2.** assign codes to all medical documents as per the organizational policies
- PC3.** maintain the record of all relevant clinical data in Hospital Information and Management System (HIMS)
- PC4.** maintain disease registers analysing from clinical database that how many patients were diagnosed or undergone treatment for different diseases e.g. heart disease patients, cancer patient, etc.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the healthcare provider
- KU4.** established protocols for keeping and maintaining medical records as per organizations policy
- KU5.** basic structure and functions of the healthcare system in the country
- KU6.** basic structure and functions of healthcare facilities available at various levels eg. hospice care, clinics
- KU7.** latest ICD codes and guidelines
- KU8.** government policies on maintenance and retrieval of medical records
- KU9.** medical diseases, terminologies and abbreviations
- KU10.** how to accurately assign correct code to a particular disease
- KU11.** how to identify records that are not coded
- KU12.** how to compare the final diagnosis of the inpatient admission sheet to the one recorded on the discharge summary, history and physical and progress report, in addition to the operative and pathology reports
- KU13.** what to do when there are discrepancies in information

- KU14.** how to maintain the patient records in Hospital Information Management System (HIMS)
- KU15.** how to use alphabetic index in medical records
- KU16.** how to refer to the notes, modifiers, and sub terms under the main term
- KU17.** how to follow any cross-reference instructions
- KU18.** how to read instructions, terms, symbols, etc. which may further qualify the code
- KU19.** basic structure and function of the body system
- KU20.** measures for protection from infection

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** use effective written communication protocols
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** communicate with the concerned person if the information provided or the medical records are not complete
- GS5.** code files based on notes accompanying the document
- GS6.** classify and file reports for the ease of retrieval by records
- GS7.** arrange the file management area for easy access and efficiency
- GS8.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS9.** maintain the confidentiality of patients records and reports
- GS10.** address issues of lost files by checking at probable locations
- GS11.** analyse medical records and diagnosis, and then decide how best to code them in a patients medical records
- GS12.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>assign standard codes and maintain records of disease registries and clinical database</i>	<b>56</b>	<b>64</b>	<b>24</b>	<b>30</b>
<b>PC1.</b> identify standard codes related to disease, operation and /or procedure using latest International Classification of Disease (ICD) coding guidelines	56	64	24	30
<b>PC2.</b> assign codes to all medical documents as per the organizational policies	-	-	-	-
<b>PC3.</b> maintain the record of all relevant clinical data in Hospital Information and Management System (HIMS)	-	-	-	-
<b>PC4.</b> maintain disease registers analysing from clinical database that how many patients were diagnosed or undergone treatment for different diseases e.g. heart disease patients, cancer patient, etc.	-	-	-	-
<b>NOS Total</b>	<b>56</b>	<b>64</b>	<b>24</b>	<b>30</b>

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N5502
<b>NOS Name</b>	Maintain disease registries and clinical database
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Non-Direct Care
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>Deactivation Date</b>	29/01/2026
<b>NSQ Clearance Date</b>	NA

## HSS/N5508: Maintain medical records for necessary compliances

### Description

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

### Scope

This unit/ task covers the following:

- assign standard codes and maintain disease registries and clinical database

### Elements and Performance Criteria

#### *Maintain the medical records for statutory, statistical and medico-legal compliances*

To be competent, the user/individual on the job must be able to:

- PC1.** maintain updated data for birth and death rates in the hospital
- PC2.** provide the updated data to municipal corporations of respective areas/ districts for registration
- PC3.** maintain updated data for communicable diseases/endemic diseases
- PC4.** provide updated data to government agencies as and when required
- PC5.** maintain updated and complete records of in-patient and out-patient departments (IPD and OPD)
- PC6.** keep track of surgeries, transplant, etc. and update relevant records
- PC7.** maintain the periodic statistics of health-related data
- PC8.**
  - maintain the record of medico
  - legal cases as per organizational protocols
- PC9.** maintain the records for required duration as per organizational requirements and guidelines
- PC10.** retrieve the records as and when the requirement arises

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the healthcare provider
- KU4.** established protocols for keeping and maintaining medical records as per organizations policy
- KU5.** basic structure and functions of the healthcare system in the country
- KU6.** basic structure and functions of healthcare facilities available at various levels eg. hospice care, clinics
- KU7.** how to ensure that the medical data collected for births and deaths is accurate and all demographic and basic details are complete
- KU8.** process to provide the birth and death data to municipal corporation/ government bodies for maintaining the census and providing the registries to the concerned persons relatives

- KU9.** how to record, access and provide data related to endemic and communicable diseases such as Dengue, Malaria, Hepatitis, Bird flu, Swine flu, HIV etc. respectively with demographic details to Government bodies for maintaining the report and statistics
- KU10.** how to prepare the statistics for number of the Out-patient department (OPD) case, number of the surgeries performed, number of transplants, number of the Medical termination of pregnancy (MTP) cases, number of Medicolegal cases, details of attending physicians and surgeon, number of births, number of Infant and maternal mortality rates (IMR and MMR), Mortality Rates, duration of patient stay in the hospital
- KU11.** common medical terminologies and abbreviations used
- KU12.** laws related to medico legal record keeping
- KU13.** how to record different type of cases separately
- KU14.** duration of retaining the medical record as per the organizational protocols and policies
- KU15.** how to maintain the patients records in Hospital Information and Management System (HIMS)

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write medical reports clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** code files based on notes accompanying the document
- GS7.** classify and file reports for the ease of retrieval by records
- GS8.** arrange the file management area for easy access and efficiency
- GS9.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS10.** maintain patients confidentiality
- GS11.** address issues of lost files by checking at probable locations
- GS12.** analyze medical records and diagnoses, and then decide how best to code them in a patients medical records
- GS13.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain the medical records for statutory, statistical and medico-legal compliances</i>	<b>75</b>	<b>111</b>	<b>40</b>	<b>40</b>
<b>PC1.</b> maintain updated data for birth and death rates in the hospital	75	12	40	40
<b>PC2.</b> provide the updated data to municipal corporations of respective areas/ districts for registration	-	11	-	-
<b>PC3.</b> maintain updated data for communicable diseases/endemic diseases	-	11	-	-
<b>PC4.</b> provide updated data to government agencies as and when required	-	11	-	-
<b>PC5.</b> maintain updated and complete records of in-patient and out-patient departments (IPD and OPD)	-	11	-	-
<b>PC6.</b> keep track of surgeries, transplant, etc. and update relevant records	-	11	-	-
<b>PC7.</b> maintain the periodic statistics of health-related data	-	11	-	-
<b>PC8.</b> <ul style="list-style-type: none"> <li>• maintain the record of medico</li> <li>• legal cases as per organizational protocols</li> </ul>	-	11	-	-
<b>PC9.</b> maintain the records for required duration as per organizational requirements and guidelines	-	11	-	-
<b>PC10.</b> retrieve the records as and when the requirement arises	-	11	-	-
<b>NOS Total</b>	<b>75</b>	<b>111</b>	<b>40</b>	<b>40</b>



### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N5508
<b>NOS Name</b>	Maintain medical records for necessary compliances
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Non-Direct Care
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>Deactivation Date</b>	29/01/2026
<b>NSQ Clearance Date</b>	NA

## HSS/N5509: Store medical records and maintain their confidentiality

### Description

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

### Scope

This unit/ task covers the following:

- Storage and retention of medical records
- Maintain confidentiality

### Elements and Performance Criteria

#### *Storage and retention of medical records*

To be competent, the user/individual on the job must be able to:

- PC1.** review the medical records for completeness and maintain them as per the organization protocol
- PC2.** store current and past records safely and securely as per organizational policy
- PC3.** retain all important documents (e.g., nurses notes, health care provider notes, diagnostic test reports) etc., for a time specified in the organizational policies
- PC4.** dispose of medical records as per Standard Operating Procedure (SOPs)

#### *Maintain confidentiality*

To be competent, the user/individual on the job must be able to:

- PC5.** take written consent of authorized officer or follow organizational policy for sharing any patient related information to others
- PC6.** ensure that medical records are kept secured and treated confidential

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the healthcare provider
- KU4.** how to follow established protocols as defined in organizations policy while keeping and maintaining the medical records
- KU5.** basic structure and function of the healthcare system in the country
- KU6.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU7.** process of releasing any information related to patient records as per organizational policies
- KU8.** how to use correct code
- KU9.** how to check and address incomplete data
- KU10.** storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant

- KU11.** how to preserve the records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust
- KU12.** medical records issuance procedures and how to check related authorization
- KU13.** common purpose for which medical records may be sought by various people
- KU14.** measures to ensure maximum security against loss, tampering and from use by any unauthorized individual of medical records
- KU15.** how to ensure that only authorized persons enter in the medical records department or access to patient medical records out of the department;
- KU16.** how to ensure that patients or their relatives doesn't carry the patient files or keep them in their possessions
- KU17.** what constitutes breach of confidentiality in relation to patient medical records
- KU18.** likely implications of disclosure of any information to unauthorized persons
- KU19.** how to maintain the patients records in HIMS

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write medical reports clearly and concisely and in a proper format
- GS2.** use effective written communication strategies
- GS3.** read and correctly interpret written sentences and paragraphs in work related documents
- GS4.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** code files based on notes accompanying the document
- GS7.** classify and file reports for the ease of retrieval by records
- GS8.** arrange records properly in shelves in numeric order to facilitate easy retrieval when required
- GS9.** develop specific goals and plans to priorities, organize, and accomplish work
- GS10.** maintain patients confidentiality
- GS11.** address lost file issues by checking at probable locations
- GS12.** retrieve required patients information from the database by running effective queries
- GS13.** analyse medical records and diagnoses, and then decide how best to code them in a patients medical records
- GS14.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
- GS15.** demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Storage and retention of medical records</i>	<b>86</b>	<b>59</b>	<b>40</b>	<b>40</b>
<b>PC1.</b> review the medical records for completeness and maintain them as per the organization protocol	86	20	40	40
<b>PC2.</b> store current and past records safely and securely as per organizational policy	-	13	-	-
<b>PC3.</b> retain all important documents (e.g., nurses notes, health care provider notes, diagnostic test reports) etc., for a time specified in the organizational policies	-	13	-	-
<b>PC4.</b> dispose of medical records as per Standard Operating Procedure (SOPs)	-	13	-	-
<i>Maintain confidentiality</i>	-	<b>16</b>	-	-
<b>PC5.</b> take written consent of authorized officer or follow organizational policy for sharing any patient related information to others	-	8	-	-
<b>PC6.</b> ensure that medical records are kept secured and treated confidential	-	8	-	-
<b>NOS Total</b>	<b>86</b>	<b>75</b>	<b>40</b>	<b>40</b>

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N5509
<b>NOS Name</b>	Store medical records and maintain their confidentiality
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Non-Direct Care
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>Deactivation Date</b>	29/01/2026
<b>NSQ Clearance Date</b>	NA

## HSS/N9615: 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:

- 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

### Elements and 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 ones 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 ones organization or regulatory body relating to confidentiality
- PC6.** respect the individuals need for privacy
- PC7.** maintain any records required at the end of the interaction

#### *Working with other people to meet requirements*

To be competent, the user/individual on the job must be able to:

- PC8.** integrate ones work with other peoples 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*

To be competent, the user/individual on the job must be able to:

- 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 organizations procedures and policies and within the limits of his/her job role

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** guidelines on communicating with patients and other individuals

**KU2.** guidelines on maintaining confidentiality and respecting need for privacy

**KU3.** the business, mission, and objectives of the organization

**KU4.** the scope of work of the role

**KU5.** the responsibilities and strengths of the team and their importance to the organization

**KU6.** the information that is considered confidential to the organization

**KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis

**KU8.** procedures in the organization to deal with conflict and poor working relationships

**KU9.** the relevant policies and procedures of the organization

**KU10.** how to communicate effectively (face-to-face, by telephone and in writing)

**KU11.** how to handle stressful or risky situations when communicating with patients and/or other individuals

**KU12.** when to ask for assistance when situations are beyond ones competence and authority

**KU13.** how to maintain confidentiality and to respect an individuals need for privacy

**KU14.** how to ensure that all information provided to individuals is from reliable sources

**KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination

**KU16.** the essential information that needs to be shared with other people

**KU17.** the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis

**KU18.** the importance of integrating ones work effectively with others

**KU19.** the types of working relationships that help people to work well together and the types of relationships that need to be avoided

**KU20.** the types of opportunities an individual may seek out to improve relationships with others

**KU21.** how to deal with difficult working relationships with other people to sort out

**KU22.** the importance of asking the appropriate individual for help when required

**KU23.** the importance of planning, prioritizing and organizing, timely work

**KU24.** the importance of clearly establishing work requirement

**KU25.** the importance of being flexible in changing priorities when the importance and urgency comes into play

**KU26.** how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited

**KU27.** the importance of keeping the work area clean and tidy

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write effective communications to share information with the team members and other people outside the team
- GS2.** write at least one local/ official language used in the local community
- GS3.** report progress and results
- GS4.** record problems and resolutions
- GS5.** read and understand work related documents and information shared by different sources
- GS6.** read organizational policies and procedures
- GS7.** communicate essential information to colleagues face-to-face or through telecommunication
- GS8.** speak at least one local language
- GS9.** question others appropriately in order to understand the nature of the requestor compliant
- GS10.** report progress and results
- GS11.** interact with other individuals
- GS12.** negotiate requirements and revised agreements for delivering them
- GS13.** make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
- GS14.** plan and organize files and documents
- GS15.** be responsive to problems of the individuals
- GS16.** be available to guide, counsel and help individuals when required
- GS17.** be patient and non-judgmental at all times
- GS18.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS19.** be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS20.** be sensitive to potential cultural differences
- GS21.** maintain patient confidentiality
- GS22.** respect the rights of the patient(s)
- GS23.** understand problems and suggest an optimum solution after evaluating possible solutions



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating &amp; maintaining professional behavior with co-workers and patients &amp; their families</i>	5	-	-	-
<b>PC1.</b> communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	-	-	-
<b>PC2.</b> utilize all training and information at ones disposal to provide relevant information to the individual	-	-	-	-
<b>PC3.</b> confirm that the needs of the individual have been met	-	-	-	-
<b>PC4.</b> respond to queries and information needs of all individuals	-	-	-	-
<b>PC5.</b> adhere to guidelines provided by ones organization or regulatory body relating to confidentiality	-	-	-	-
<b>PC6.</b> respect the individuals need for privacy	-	-	-	-
<b>PC7.</b> maintain any records required at the end of the interaction	-	-	-	-
<i>Working with other people to meet requirements</i>	5	-	-	-
<b>PC8.</b> integrate ones work with other peoples work effectively	5	-	-	-
<b>PC9.</b> utilize time effectively and pass on essential information to other people on timely basis	-	-	-	-
<b>PC10.</b> work in a way that shows respect for other people	-	-	-	-
<b>PC11.</b> carry out any commitments made to other people	-	-	-	-
<b>PC12.</b> reason out the failure to fulfill commitment	-	-	-	-
<b>PC13.</b> identify any problems with team members and other people and take the initiative to solve these problems	-	-	-	-
<i>Establishing and managing requirements</i>	3	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> clearly establish, agree, and record the work requirements	3	-	-	-
<b>PC15.</b> ensure his/her work meets the agreed requirements	-	-	-	-
<b>PC16.</b> treat confidential information correctly	-	-	-	-
<b>PC17.</b> work in line with the organizations procedures and policies and within the limits of his/her job role	-	-	-	-
<b>NOS Total</b>	<b>13</b>	-	-	-

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9615
<b>NOS Name</b>	Maintain interpersonal relationship with patients, colleagues and others
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>Deactivation Date</b>	29/01/2026
<b>NSQC Clearance Date</b>	NA

## HSS/N9616: 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:

- Acting within the limit of one's competence and authority o Knowing one's job role o Knowing one's job responsibility o 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

### Elements and Performance Criteria

#### *Maintain professional behavior*

To be competent, the user/individual on the job must be able to:

- PC1.** adhere to legislation, protocols and guidelines relevant to ones role and field of practice
- PC2.** work within organizational systems and requirements as appropriate to ones role
- PC3.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority
- PC4.** maintain competence within ones role and field of practice
- PC5.** maintain personal hygiene and contribute actively to the healthcare ecosystem

#### *Acting within the limit of ones competence and authority*

To be competent, the user/individual on the job must be able to:

- PC6.** use relevant research based protocols and guidelines as evidence to inform ones 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 ones work and make continuing improvements
- PC10.** use relevant research-based protocols and guidelines as evidence to inform ones practice

#### *Following the code of conduct and demonstrating best practices in the field*

To be competent, the user/individual on the job must be able to:

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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies & procedures followed in the organization
- KU2.** the medical procedures and functioning of required medical equipment
- KU3.** role and importance of assisting other healthcare providers in delivering care
- KU4.** how to engage and interact with other providers in order to deliver quality and maintain continued care
- KU5.** personal hygiene measures and handling techniques
- KU6.** the limitations and scope of the role and responsibilities of self and others
- KU7.** the importance of working within the limits of ones competence and authority
- KU8.** the importance of personally promoting and demonstrating good practice
- KU9.** The detrimental effects of non-compliance
- KU10.** the importance of intercommunication skills
- KU11.** the legislation, protocols and guidelines affecting ones work
- KU12.** the organizational systems and requirements relevant to ones role
- KU13.** the sources of information and literature to maintain a constant access to upcoming research and changes in the field
- KU14.** the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
- KU15.** the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements
- KU16.** how to report and minimize risks
- KU17.** the principle of meeting the organizations needs, and how this should enable one to recognize ones own limitations and when one should seek support from others
- KU18.** the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported
- KU19.** the procedure for accessing training, learning and development needs for oneself and/or others within ones organization
- KU20.** 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
- KU21.** the risks to quality and safety arising from:
  - o Working outside the boundaries of competence and authority
  - o Not keeping up to date with best practice
  - o Poor communication
  - o Insufficient support
  - o Lack of resources
- KU22.** the importance of personal hygiene

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** record daily activities
- GS4.** update other co-workers
- GS5.** read about changes in legislations and organizational policies
- GS6.** keep updated with the latest knowledge

- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** give clear instructions to patients and co-workers
- GS9.** keep patient informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a patient
- GS11.** make decisions pertaining to the concerned area of work in relation to job role
- GS12.** act decisively by balancing protocols and work at hand
- GS13.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS14.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS15.** be sensitive to potential cultural differences
- GS16.** maintain patient confidentiality
- GS17.** respect the rights of the patient(s)

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behavior</i>	<b>5</b>	-	-	-
<b>PC1.</b> adhere to legislation, protocols and guidelines relevant to ones role and field of practice	5	-	-	-
<b>PC2.</b> work within organizational systems and requirements as appropriate to ones role	-	-	-	-
<b>PC3.</b> recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	-	-	-	-
<b>PC4.</b> maintain competence within ones role and field of practice	-	-	-	-
<b>PC5.</b> maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
<i>Acting within the limit of ones competence and authority</i>	<b>7</b>	-	-	-
<b>PC6.</b> use relevant research based protocols and guidelines as evidence to inform ones practice	7	-	-	-
<b>PC7.</b> promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-
<b>PC8.</b> identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-
<b>PC9.</b> evaluate and reflect on the quality of ones work and make continuing improvements	-	-	-	-
<b>PC10.</b> use relevant research-based protocols and guidelines as evidence to inform ones practice	-	-	-	-
<i>Following the code of conduct and demonstrating best practices in the field</i>	<b>7</b>	-	-	-
<b>PC11.</b> recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	7	-	-	-
<b>PC12.</b> promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-
<b>PC13.</b> identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
<b>PC15.</b> maintain a practice environment that is conducive to the provision of medico-legal healthcare	-	-	-	-
<b>NOS Total</b>	<b>19</b>	-	-	-



### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9616
<b>NOS Name</b>	Maintain professional & medico-legal conduct
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics, Social Work & Community Health, Healthcare Management
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>Deactivation Date</b>	29/01/2026
<b>NSQC Clearance Date</b>	NA

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

### Minimum Aggregate Passing % at QP Level : 70

**(Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

#### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5501.Review patients records for completeness	60	50	24	30	164	20
HSS/N5502.Maintain disease registries and clinical database	56	64	24	30	174	20
HSS/N5508.Maintain medical records for necessary compliances	75	111	40	40	266	20
HSS/N5509.Store medical records and maintain their confidentiality	86	75	40	40	241	20
HSS/N9615.Maintain interpersonal relationship with patients, colleagues and others	13	-	-	-	13	10
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19	10
<b>Total</b>	<b>309</b>	<b>300</b>	<b>128</b>	<b>140</b>	<b>877</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>HIMS</b>	Hospital information management system
<b>HIV</b>	Human immunodeficiency virus
<b>MLC</b>	Medico legal case
<b>MTP</b>	Medical termination of pregnancy
<b>HIMS</b>	Hospital Information Management System
<b>HIV</b>	Human Immunodeficiency Virus
<b>MLC</b>	Medico Legal Case
<b>MTP</b>	Medical Termination of Pregnancy
<b>ICD</b>	International Classification of Diseases
<b>ICF</b>	International Classification of Functioning
<b>DH</b>	Disability and Health

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) 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. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	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.
<b>Options</b>	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.