



APPRENTICESHIP CURRICULUM (OPTIONAL TRADE)

Healthcare

E-Health Services Provider

Course Code: CO102500052

NAPS Non-NAPS

NSQF Level:



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Course Details

1.	Course Name	E-Health Services provider														
2.	Course Code	CO102500052														
3.	Apprenticeship Training Duration: <i>(2 to 4 weeks of BT is embedded in this duration as per the requirement of the establishment)</i>	Months: 12														
	Remarks															
4.	Credit															
5.	NSQF Level (Mandatory for NAPS)	NSQC Approval Date:														
6.	Related NSQF aligned qualification details	<table border="1" style="width: 100%; border-collapse: collapse; margin-left: 20px;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 10%;">S. No.</th> <th style="width: 45%;">QP/ Qualification/ NOS Name (As applicable)</th> <th style="width: 25%;">QP/ NOS Code & Version</th> <th style="width: 20%;">NQR Code</th> </tr> </thead> <tbody> <tr> <td></td> <td>E-Health Services provider</td> <td>NA</td> <td>NA</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			S. No.	QP/ Qualification/ NOS Name (As applicable)	QP/ NOS Code & Version	NQR Code		E-Health Services provider	NA	NA				
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	E-Health Services provider	NA	NA													
7.	Brief Job Role Description	<p>Spread quality healthcare services using widespread e-Health services where there is a limited access to healthcare providers. Prepare & operationalize site for Tele-consultation Set-up, test, operate and maintain Telemedicine equipment Provide clinical assistance to healthcare provider via gathering patient information & filling the required documents, tele-diagnostic services, tele-pharmacy services and monitoring and follow up of the chronic cases with the physicians, according to relevant ethical and clinical guidelines</p>														

		<p>Facilitate diagnostic, pharmacy and referral services to the patient as per guidance of physician</p> <p>Maintain equipment inventory, billing, database management and proper documentation of clinical and diagnostic records</p> <p>Support physicians, patients and other providers through a variety of means including home visits, outreach activities, mobile services, e-health services, organizing/attending case conference as and when required</p>
8.	NCO-2015 Code & Occupation (Access the NCO 2015 volumes from: https://labour.gov.in/organizationsofmole/directorate-general-employment-training-dget)	NA
9.	Minimum Eligibility Criteria (Educational and/ or Technical Qualification)	Class XII Pass
10.	Entry Age for Apprenticeship	18 Years & Above
11.	Any Licensing Requirements (wherever applicable)	N/A
12.	Is the Job Role amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, check the applicable type of Disability <input type="checkbox"/> Locomotor Disability <input type="checkbox"/> Leprosy Cured Person <input type="checkbox"/> Cerebral Palsy <input type="checkbox"/> Dwarfism <input type="checkbox"/> Muscular Dystrophy <input type="checkbox"/> Acid Attack Victims <input type="checkbox"/> Blindness <input type="checkbox"/> Low Vision <input type="checkbox"/> Deaf <input type="checkbox"/> Hard of Hearing <input type="checkbox"/> Speech and Language Disability <input type="checkbox"/> Intellectual Disability <input type="checkbox"/> Specific Learning Disabilities <input type="checkbox"/> Autism Spectrum Disorder <input type="checkbox"/> Mental Illness

		<input type="checkbox"/> Multiple Sclerosis <input type="checkbox"/> Parkinson's Disease <input type="checkbox"/> Haemophilia <input type="checkbox"/> Thalassemia <input type="checkbox"/> Sickle Cell Disease <input type="checkbox"/> Multiple Disabilities
		Remarks:
13.	Submitting Body Details	Name: iqra online school E-mail ID: areebafatimakhan777@gmail.com Contact Number: 9981057765
14.	Certifying Body	Iqra online school
15.	Employment Avenues/Opportunities	Employment opportunities as per industry requirement
16.	Career Progression	Senior Telemedicine Coordinator/Supervisor: With experience, the coordinator could move into a supervisory role, managing a team of coordinators or overseeing the entire telemedicine network within a larger healthcare facility. E-Health or Tele-Health Manager: A progression into a management position, handling the administrative, operational, and financial aspects of the entire digital health services division. Health Informatics Specialist: Since the role involves database management, proper documentation of clinical and diagnostic records, and working with Hospital Information Systems (HIS), a path toward specialized health informatics or records management is possible.
17.	Trainer's Qualification & Experience:	Bachelor's Degree in any recognized system of Medicine For Medical knowledge / Technical knowledge
18.	Curriculum Creation Date	
19.	Curriculum Valid up to Date	

Module Details

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
1.	Foundation of Digital Healthcare: Systems, Telemedicine, and the E-Health Coordinator Role”	<ul style="list-style-type: none"> •I. Healthcare Delivery System and Basic Understanding of Digital Health (Foundation) • Familiarize with the healthcare delivery system in India at primary, secondary, and tertiary care levels. • Describe the differences between private, public, and non-profit hospital systems. • Define types of patient care, including primary care, specialty care, and emergency care. • Understand community participation and related challenges/issues in the healthcare delivery system in India. 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Familiarize with the changing health scenario of India—past, present, and future—including Digital Transformation. • Differentiate between e-Health, Telemedicine, Tele-education, and Teleconferencing. • II. E-Health Technology and the Coordinator's Role (Technology & Role) • Describe the features of Store and Forward and Live Interactive Telemedicine. • Identify core obstacles (e.g., connectivity, data security, and legal aspects) to the implementation of Telehealth/e-Health services in their own country. • Identify the cost and administrative implications associated with the implementation of Telehealth. • Identify the main drivers, benefits, and challenges behind the expanding application of Telehealth. • Identify the roles and responsibilities of various members of the e-Health/Telehealth 				

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			Th.	Pr.	Th.	Pr.
		<p>Team at the Presenting/Patient Site and Provider/Specialty Site.</p> <ul style="list-style-type: none"> • Familiarize with the duties and responsibilities of an E-Health Services Coordinator, including Tele-Consultation Management and Digital Documentation. • Recognize the Scope of Work for an E-Health Services Coordinator. • III. Patient Support and Basic Clinical Skills (Patient Support & Clinical Skills) • Demonstrate the correct placement of ECG leads for performing Tele-ECG. • Assist the physician in integrating and handling digital diagnostic tools such as automatic stethoscope, dermascope, and ECG machine with recording. • Demonstrate the Heimlich maneuver. • Demonstrate basic First Aid procedures: use of different types of splints, different ways of bandaging, dressing simple wounds, first aid for burns and insect bites (including 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		snake bites), and the process of referring the patient. <ul style="list-style-type: none"> • Demonstrate venous and capillary blood sample collection and best practices in the pre-analytical phase. • Demonstrate urine sample collection, and perform urine routine (strip test) and pregnancy test. • Demonstrate POCT (Point-of-Care Testing) card tests for Haemoglobin, blood sugar, MP, Dengue, HbsAg, HCV, HIV, and Typhoid. • Demonstrate centrifugation and best practices in sample transportation 				
2.	Medical and Digital Fundamentals: Terminology, Common Conditions, and E-Health Equipment	<ul style="list-style-type: none"> • I. Medical Terminology and General Disease Knowledge • Acquaintance with Basic Medical Terminology: Understand the basic medical terminology (Medical Terminology), abbreviations, and medical symbols used in e-Health services to accurately record and interpret patient records and physician notes. 	30	70	75	75

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			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Basic Information on Common Ailments: • Discuss basic information on common diseases, including Non-Communicable Diseases (NCDs) (e.g., Hypertension, Diabetes, Asthma, Anaemia) and Communicable Diseases (CDs) (e.g., Fever, Cough & Cold, Diarrhoea, UTIs). • Identify common symptoms and conditions like headache, stomach-ache, toothache, skin allergies/infections, gastritis, constipation, menstrual problems, acne, etc., to accurately assist the physician with Primary Triage. • II. E-Health Technology and Equipment Management • Identification of E-Health Equipment: Identify and describe the clinical uses of basic types of Telehealth and e-Health equipment (e.g., digital stethoscope, otoscope, tablet, webcam) used at the Patient Site (Presenting/Patient Site) and Provider Site (Provider/Specialty Site). • Telehealth Technology Requirements: Describe the minimum requirements for 				

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			Th.	Pr.	Th.	Pr.
		<p>network bandwidth, hardware, and software technology necessary for successful e-Health services.</p> <ul style="list-style-type: none"> • Tools Kit Management: Demonstrate the preparation and maintenance of a portable and segregable tool kit required for e-Health services on-field or at a remote site. • Usage and Applications: <ul style="list-style-type: none"> • Demonstrate the use of clinical telemedicine applications such as Live Interactive e-Consultation (Live Video) and Store-and-Forward. • Apply various techniques and protocols involved in Synchronous Telemedicine (live video) and Store-and-Forward Telemedicine. • III. Digital Communication and Data Skills <ul style="list-style-type: none"> • Internet and Information Access: Apply various techniques to search and access health-related information using the internet and identify reliable sources of medical information. • Email and Data Transfer: Demonstrate the ability to send and receive emails, including 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<p>attachments, and adhere to basic rules of Data Privacy and encryption when transferring patient data.</p> <ul style="list-style-type: none"> • Digital Imaging and Scanning: <ul style="list-style-type: none"> • Demonstrate the ability to take and forward high-quality digital photographs to ensure clinical quality. • Demonstrate basic Picture Editing skills (e.g., cropping, brightness adjustment). • Demonstrate skill in the use of digital scanning equipment and a Document Camera. • VOIP and Videoconferencing Skills: <ul style="list-style-type: none"> • Demonstrate skill in the use of VOIP software such as Skype or similar platforms. • Demonstrate the correct understanding and use of video camera technology, including camera placement, lighting, angles, and framing for video consultation. • Audio Management: Demonstrate the understanding and use of microphone technology, the range of available 				

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			Th.	Pr.	Th.	Pr.
		microphones, microphone setup, and solving audio problems associated with videoconferencing to ensure clear communication.				
3.	Ethics in E-Health Practice and Medicolegal Aspects of Data Privacy	<ul style="list-style-type: none"> • I. Patient Rights, Privacy, and Legal Framework • Knowledge of Patient Rights: Describe the Patient Bill of Rights in the healthcare context and explain how these rights apply in digital and e-Health services (e.g., the patient's right to access their digital records). • Differentiating Confidentiality, Privacy, and Security: Clearly distinguish between the critical differences among health information Confidentiality, Privacy, and Security, and define the necessary protocols for the E-Health Coordinator to ensure each. • Familiarity with HIPAA and Data Security Rules: Become familiar with HIPAA (Health Insurance Portability and Accountability Act) and its relevant sections (e.g., Privacy Rule), along with data security and 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
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		<p>e-Health regulations applicable in India (e.g., IT Act and Telemedicine Guidelines).</p> <ul style="list-style-type: none"> ● Importance of Legal Compliance: Clearly explain why it is essential to comply with legal and ethical guidelines and protect a patient's Electronic Health Information (EHR/PHI) (specifically to avoid legal penalties, uphold ethical obligations, and maintain patient trust). ● Ethical Issues in Telehealth: List and discuss the key ethical issues arising in e-Health and Telemedicine (e.g., obtaining remote informed consent, limitations of care quality, over-reliance on technology). ● International and Local Laws: Identify the relevant local and regional legislative issues that govern the practice of Telehealth, and understand the legal challenges associated with international e-Health practice (such as data borders and cross-jurisdictional licensing). 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<p>II. Data Management and Security Responsibility in E-Health</p> <ul style="list-style-type: none"> Secure Data Transfer: Demonstrate the application of privacy and data security guidelines (like HIPAA/local rules) while working in the healthcare industry, especially when securely transferring patient data from one system to another Measures to Protect Patient Health Information: List the actions and protocols to be taken to protect a patient's Electronic Health Information (EHR/PHI) (e.g., implementing strong password policies, using encrypted communication channels, controlling physical and digital access). Integrity of E-Health Records: Follow protocols to ensure the Integrity of E-Health Records (EHRs) remains intact—meaning they are accurate, unchanged, and available to authorized users at all times. 				

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			Th.	Pr.	Th.	Pr.
4.	Structure & Function of Human Body	<ul style="list-style-type: none"> ● Explain organization of body cells, tissues, systems, membranes and glands ● Identify the various body parts, organs and systems ● Describe the anatomy and physiology of the different body systems and sense organs ● Explain different anatomical positions of body 	30	70	75	75
5.	Coordination of E-Health Services and Remote Site Activities	<ul style="list-style-type: none"> ● Demonstrate skills of effective co-ordination management between referring physician, patients, staff and consultants, clinic staff, patient accounts, funding sources and other departments or services as needed for telemedicine activities ● Exhibit registration activities for patients availing Tele-health services from filling the patient details to generation and renewal of reference ID ● Complete the related forms required during registration, billing, appointments etc. 	30	70	75	75

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			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Demonstrate skills to update the medical status, clinical history and Telemedicine consultations record on the reference ID judiciously and timely • Schedule teleconsultations and handle appointments for patient-doctor interactions • Perform billing activities for Tele-Health Services by generating, reviewing and recording invoices • Resolve queries and refer the same to relevant person/authority • Guide patients/relatives visiting telehealth services according to the conditions • Facilitate printing & handover of the cases, reports, prescription and consultation to concerned personnel before, during or after Teleconsultation, as and when required. 				
6.	Promotion and Implementation of E-Health and Telehealth	<ul style="list-style-type: none"> • I. Training and Capacity Building • Training Calendar Management: Facilitate and schedule Training and Continuous Education programs for staff involved in 	30	70	75	75

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			Th.	Pr.	Th.	Pr.
	Services in the Community	<p>tele-health services (e.g., nurses, field workers) using a detailed Training Calendar.</p> <ul style="list-style-type: none"> • Program Delivery Assurance: Ensure the successful program delivery in terms of required Technology, Agenda, Training Content, and Administrative Works (e.g., faculty coordination) before, during, and after educational sessions. • Recognizing Goals of Advancement: Recognize the ultimate goals of Promotion and Advancement of e-Health and Telehealth (e.g., increasing access, improving patient satisfaction, and cost-effectiveness) and align activities accordingly. • II. Promotion, Outreach, and Community Engagement • Target Group Identification: Identify the different Groups/Organizations (e.g., rural communities, elderly populations, specific disease groups) to be targeted for e-Health promotion. • Identifying Benefits: Identify and clearly articulate the specific benefits that e-Health and Telehealth bring to different Targeted 				

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		<p>Populace (e.g., saving travel time, access to specialist consultation).</p> <ul style="list-style-type: none"> • Promotional Campaign Organization: Plan and conduct Promotional Campaigns and Outreach for the Telemedicine program, as per policies and procedures, utilizing various available media (e.g., social media, local print/radio). • Outreach Activities: Conduct Health Screening and Camps and promote e-Health services through awareness activities related to various Government Schemes concerning health. • Applying Telehealth Activities: Apply all Telemedicine activities (such as remote diagnosis, follow-up care) according to relevant Ethical and Clinical Guidelines. • III. Implementation and Multi-Utility • Coordination of Program Implementation: Coordinate the overall Implementation of the Telemedicine program, including equipment setup, staff deployment, and patient onboarding. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Facilitating Services: Facilitate the Telemedicine program through various means, such as Home Visits, Mobile Clinics, and Case Conferences. • Report Generation and Utilization: Generate Reports of promotional activities, outreach, training programs, and surveys, and analyze how these reports or databases can be utilized for Quality Improvement and future planning. • Technology Utilization for Services: Strategically utilize the e-Health technology and premises for non-Telehealth services as well, such as conducting online educational programs, leveraging the clinic for assessments, and contributing to health surveys for various Government/Non-Government Entities. 				
7.	Operationalization of E-health services set-up	<ul style="list-style-type: none"> • Describe the design and set up of a telemedicine consultation and tele education videoconference venue • Recognize the pre-requisites for setting up Telemedicine venue • Demonstrate the skills of setting up Telemedicine venue 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> ● Discuss the advantages of telemedicine via interactive videoconferencing ● Discuss the basic steps in an interactive video consultation. ● Demonstrate the skills of using interactive videoconferencing in the telemedicine setting ● Demonstrate the skills to set up point to point and multipoint videoconference using ISDN, IP and mixed ISDN and IP links ● Determine when and how to troubleshoot videoconferencing equipment ● Exhibit appropriate video conferencing etiquette for the patient presenter. ● Identify financial and administrative issues relevant to the telemedicine set-up in their region ● Identify the various types of calls or visitors coming at Telemedicine setup ● Provide appropriate medical information or data of concerned patient like clinical history, 				

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			Th.	Pr.	Th.	Pr.
		investigation reports and prior prescriptions etc. onsite of Tele-consultation easily referable by speciality physician before, during and after the consultation. <ul style="list-style-type: none"> • Ensure mock performance check of all sorts of Tele-health equipment before any consult. 				
8.	Fundamentals of delivery, Installation and set-up of the E-health services equipment	<ul style="list-style-type: none"> • Acquaint yourself with the list of Telemedicine equipment on which they need to do repair and maintenance • Recognize the various types, brands and operation of the basic clinical equipment • Describe the importance, resources required and proper timing of delivery, installation and set-up of the Telemedicine equipment • Discuss how to coordinate with dealer, hospital department and other relevant stakeholders for seamless installation • Arrange all required resources, documents and space for installation of the medical equipment 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> Oversee the installation procedure and ensure its dry run test Assemble the equipment appropriately Check, fill and enter the related forms required during equipment set-up like inspection form, work order form, installation form, etc. Complete documentation and take all associated spare parts, manuals and information for the installed equipment Ensure frequent review of the installed medical equipment till user satisfaction Perform all quality assurance tests Up-to-date yourself with latest advancement in Telemedicine equipment technology 				
9.	Fundamental knowledge of Function and operation of all possible E- health services equipment	<ul style="list-style-type: none"> Describe basics of function and operation of all possible Telemedicine equipment, applications & technology required in Tele-Health clinic & its counterparts, vis. Live video conferencing equipment like Video 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<p>devices including videoconferencing units, peripheral cameras, video-scopes, or web cameras & Display devices including computer monitors, plasma/LED TV, LCD projectors, and even tablet computers; Store-and-forward equipment using secure email transmission; Remote patient monitoring (RPM) equipment using digital & electronic communication technologies; Mobile health (m-Health) equipment like mobile communication devices including cell phones, tablet computers, and PDAs; etc.</p> <ul style="list-style-type: none"> • Discuss basic concepts of different types of signals, digital, electronic and communication technology used in Telemedicine set-up. • Discuss about different types of personal protective clothing, equipment and personnel monitoring devices required while handling all possible exposures in Telemedicine set-up. 				

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			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Demonstrate procedure of risk assessment and control of PPE program in context of Telemedicine set-up. • Recognize the possible support equipment, tools, different type of resources, and regulatory requirements for successful installation and operation of Telemedicine equipment. 				
10.	Gathering patient information	<ul style="list-style-type: none"> • Conduct basic case taking and probe the health condition of the patient. • Note down the basic information about the patient, the ailment and symptoms, clinical or medical history, family or gynaecological history, allergic history & treatment history; etc. • Listen to the patients/ relatives/ referring physician patiently. • Enquire for the information which has been missed by the patients/ relatives/ referring physician; but required as per policy or protocol. • Avoid leading or direct questions during enquiry as much as possible. 	30	70	75	75

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			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Assist in examination as requested by the physician’s online. • Enter each and every information acquired from the patients/ relatives/ referring physician into the prescribed format. • Exhibit cultural competence while delivering services & taking clinical history esp. in terms of the client’s language, ethnicity, race, age, gender, sexual orientation, geographical location, socioeconomic, and cultural backgrounds. • Collect evidences supporting the clinical history of the patient wherever available and applicable; like following } Digital photos of lesions or capturable ailments esp. in case of skin & eye problems } Old prescriptions, reports, recommendations or other relevant documents from referring physician or previous consultations for present ailment } Films of X-Ray, CT scan, MRI, etc. in case of diagnostic reports. } Any sort of dietary, 				

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			Th.	Pr.	Th.	Pr.
		medicinal, environmental, physical, mental or other restrictions } Any other sort of supporting documents or photos or video clips <ul style="list-style-type: none"> ● Fill up the consent forms from the patients as per policies and procedures. ● Ensure completeness of the information as per policies and procedures as much as possible. 				
11.	E-Diagnostic Services	<ul style="list-style-type: none"> ● Differentiate between diagnostic tests which would be able to perform in Telemedicine clinic and which would need to be referred to appropriate place. ● Describe importance of Remote patient monitoring programs useful for diagnosis, screening of patient or during emergency. ● Perform basic diagnostic/Tele-diagnostic tests of all relevant fields like vital signs, weight, blood pressure, blood sugar, blood oxygen levels, heart rate, and electrocardiograms, etc., which require minimum human 	30	70	75	75

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		<p>intervention through remote patient monitoring programs.</p> <ul style="list-style-type: none"> • Ensure that equipment sufficient to support diagnostic needs is available and functioning properly at the time of facility encounters • performing any diagnostic tests, please ensure following requisites: } Introduce themselves to the patient, and ask the patient to state their full name and date of birth } Check that the laboratory form or advisory by physician matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification) } Verify the fact that a Patient is the same as the one described on the requisition or physician order } Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws } Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable } Discuss the test to be performed and obtain verbal 				

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		<p>consent and ensure that the patient has understood the procedure } Take relevant history of the patient covering health and high-risk behaviour } Take account of current and recent medications or chronic infections } Take history of prolonged bleeding or a past diagnosis of bleeding disorders } Ask for informed written consent to the patient</p> <ul style="list-style-type: none"> • Select the right tools/equipment to use based on the test and patient characteristics • Prepare the test site using appropriate procedures. • Maintain supplies and stocks for avoiding running out of materials before the end of the procedure • Maintain safety & hygiene while performing diagnostic tests • Record observations as well as test results in the prescribed format. • Facilitate for diagnostic tests which could not be performed in TeleHealth clinic via linking with local diagnostic facilities. 				

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			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> Ensure the patient has got the referred diagnostic tests done and obtain the report/test result from patient/diagnostic center via stringent follow through. 				
12.	E-pharmacy Services	<ul style="list-style-type: none"> Ensure linking with local pharmacy's for ensuring medicine availability Keep a follow through with patient for getting prescribed medicine or not. Provide patient the complete details of local pharmacy and diagnostic centres; as and when required. Decipher and explain prescription dose and frequencies to patient 	30	70	75	75
13.	Emergency Medical Response	<ul style="list-style-type: none"> Describe symptoms to identify cardiac arrest · Understand Principles of basic life support (Adult chain of survival ,CABDs of giving CPR) Describe the correct protocol of chest compression, ventilation and assessment steps Differentiate the single rescuer and two rescuer CPR 	30	70	75	75

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		<ul style="list-style-type: none"> ● Describe the conditions when choking occurs ● Describe the protocol of giving life support during choking ● Describe the safety measures to prevent emergencies ● Explain and apply the Triage during the emergency ● Explain the importance of first aid tools and equipment ● Understand the types of medical as well as non-medical emergency situations. ● Known of local emergency resources and phone numbers for both medical as well as non-medical emergency situations. ● Familiar with location of nearest hospital emergency room/ambulance services/emergency medical services capable of managing medical emergencies. ● Acquainted with patient’s family / support contact information. ● Acquire contact information for other local or regional professional 				

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			Th.	Pr.	Th.	Pr.
		<p>associations, such as the city, county, state, or provincial</p> <ul style="list-style-type: none"> ● Familiar with the patient’s prescription and medication dispensation options in case of medication side effects, elevation in symptoms, and/or issues related to medication noncompliance. ● Respond in the emergency response system's average response time. ● Perform basic life support or basic first aid in medical emergency situations, as and when required. ● Provide information about the type of medical emergency to the emergency medical services. ● Provide information about the type of non-medical emergency to the emergency non-medical services/disaster management services. ● Reflect professionalism through use of appropriate language while speaking to the emergency services team ● Demonstrate teamwork while providing information to the 				

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			Th.	Pr.	Th.	Pr.
		emergency services for an emergency situation. <ul style="list-style-type: none"> Assist in handling/operating remote patient monitoring programs during emergency situations. 				
14.	Documentation, Inventory management and Retrieval	<ul style="list-style-type: none"> Ensure documents justification of necessity for logistics, equipment & parts in stock and quantity Ensure proper condemnation of equipment or logistics which are outdated or in non-working condition. Ensure all sorts of documentation complete with all required data according to policies and procedures for the document. Ensure action is annotated within Maintenance Management System according to departmental policy. Keep a track on inventory of the equipment, parts, logistics, etc. and accordingly plan the replenishment of the same as per organizational policy and availability of funds. 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Select the appropriate vendor for the purchases as per timelines, quality and financial required. • Keep a track on purchases of equipment, parts, logistics, etc. necessary for tele-health clinic. • Keep a track on supplies of the purchases and appropriate set-up and arrangement of the same in the tele-health clinic. • Store and maintain the purchase orders, financial transactions and other relevant documents/records of the purchases. • Store and retain the documents esp. the medical records for future reference as per the organisation protocol and review them for completion • Provide the medical records, financial data & other relevant documents for statutory compliance, medico-legal compliance & statistical database; as and when required. • Ensure all medical records reflect the complete clinical care provided to a patient, including referring physician 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<p>notes, speciality physician notes, diagnostic testing, medication lists, other interventions, etc.</p> <ul style="list-style-type: none"> ● Enter the laboratory results in the report carefully ● Ensure that patient information should not be disclosed to any unauthorised person ● Ensure the maintenance of process and written consent of authorized person before releasing any information related to patient records ● Ensure Medical Records in the department are kept secured and in strict confidentiality ● Known of how to maintain and store the old records ● Take approval prior to destroying any old medical record ● Take special care to reserve the safety of documents & records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Arrange documents & records properly in shelves in numeric order to facilitate easy retrieval when required • Maintain the medico legal cases records as per policies and procedures 				
15.	Accounts & Funds Management of the E health services set-up	<ul style="list-style-type: none"> • Keep the track and maintain the credit and debit details of the accounts as per organizational policy. • Keep the records of type of financial transactions like cash flow, cheques, DD, card swapping, DBT, etc. appropriately and precisely as per organizational policy. • Generate, receive & store the invoices, bills, vouchers, receipts, etc. appropriately as per organizational policy. • Ensure reconciliation of bank statements with appropriate personnel. • Keep a check on the applicable taxes to be paid and deducted as per taxation rules & regulations. 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> ● Keep a check on proper and complete authorization of each financial transaction. ● Ensure the generation and record-keeping of balance sheets & financial books as per accounting standards. ● Coordinate for the auditing of accounts impartially and openhandedly. ● Keep a track on funding sources and their timelines & terms and conditions. ● Map the funding with their timelines & terms and conditions while receipt of the same. ● Keep a check on financial projections and accordingly manage, retain and invest the funds. ● Ensure the availability of funds for emergency situations. ● Ensure the proper liquidity of the funds. ● Ensure proper and secure filing of accounts, funds and other related documents physically and electronically. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Able to analyse financial data and compile accurate reports to meet deadlines. 				
16.	Maintain interpersonal relationship with colleagues and others	<ul style="list-style-type: none"> • Enhance appropriate & timely communication between inter and intra departments • Understand the importance of confidentiality & privacy • Understand importance for ensuring fulfilment of commitments • Understand organization’s policies & procedures • Deal with cases of poor communication • Understand the importance of effective communication • Associate yourself with other members of the healthcare team • Encourage a positive work friendly milieu. • Help your colleagues in the situation of crisis. • Empathize with the patient and his/her significant others 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
17.	Maintain professional & medico-legal conduct	<ul style="list-style-type: none"> ● Comprehend the applicable rules & policies of organization ● Understand and apply code of conduct & demonstrate best practices ● Being aware of own duties & responsibilities & effects of non-compliance ● Maintain relationship with other departments & seek support if required ● Being aware of risks associated with quality & safety measures 	30	70	75	75
18.	Basic Computer Knowledge	<ul style="list-style-type: none"> ● Gain understanding about application of computers ● Introduce with basic foundation to Computers: } Block diagram } Input and Output devices } Storage devices ● Discuss the foundation concept of operating systems ● Need of Operating systems (OS) ● Functions of OS ● Windows 2000 – Utilities and basic operations 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> ● Microsoft office 2000 – MS Word, MS Excel, PowerPoint Presentation ● Comprehend basic concepts about computer hardware & software ● Apply the working knowledge of Hospital Information System (HIS) ● Comprehend the application of computer in hospitals ● Demonstrate basics of computer use and application – starting the computer, data entry, taking backups, saving and retrieving the files, maintaining and changing network connectivity process, commencing and ending video conference/teleconference. ● Segregate new from follow up cases ● Demonstrate complete concept of MS Office ● Demonstrate basics of software used in Telemedicine set-up and troubleshooting them ● Demonstrate working knowledge of Hospital Information system. 				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
19.	Maintain a safe, healthy and secure working environment	<ul style="list-style-type: none"> ● Develop understanding of the concept of Healthy Living. ● Develop understanding & procedures of Hand Hygiene to prevent cross infection including effective hand washing to include; social and clinical techniques ● Equip with techniques of use of PPE: the need for and types ● Vaccinate against common infectious diseases: immunisation to reduce the health risks for self, patients and members of the dental team ● Enhance awareness of the responsibilities to maintain health safety & security ● Enhance awareness for performing basic first aid in case of emergencies ● Identify hazards & hospital colour coding system ● Demonstrate documentation related to safety & security ● Identify the suspicious package or items ● Understand the need to follow the policy and rules of the organisation 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> • Demonstrate the skills of infection control and use of Personal Protective Equipment (PPE) 				
20.	Infection control policies & procedures	<ul style="list-style-type: none"> • Understand the importance of infection control and prevention and guiding others about it in accordance with healthcare team • Identify the factors which influence the outcome of an exposure to infection • List strategies for preventing transmission of pathogenic organisms • Understand about spillage management • Understanding of hand hygiene: infection control/exposure control/ PPE • Understand about Nosocomial Infection • Understand importance about incident reporting • Develop understanding of the concept of Healthy Living • Develop techniques of self-grooming and maintenance 	30	70	75	75

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		<ul style="list-style-type: none"> Vaccinate against common infectious diseases: immunisation to reduce the health risks for self, patients. 				
21.	Bio Medical Waste Management	<ul style="list-style-type: none"> Understand importance of proper and safe disposal of bio-medical waste & treatment Explain the categories of bio-medical waste Discuss about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. Explain broad understanding of standards for bio-medical waste disposal Discuss broad understanding of means of bio-medical waste treatment 	30	70	75	75
Total Marks			630	1470	75%	75%

Glossary

Term	Description

Acronyms

Acronym	Description
CPR	Cardio Pulmonary Resuscitation
ACLS	Advance Cardiac Life Support
BLS	Basic Life Support
HTN	Hyper Tension
CABG	Coronary Artery Bypass Graft
COPD	Chronic obstructive pulmonary disease
RICU	Respiratory Intensive Care Unit

Annexure 1: Tools and Equipment

List of Tools and Equipment

<Specify the Batch size, if required>

The tools and equipment required are:

S. No.	Tool / Equipment Name	Specification
	Digital BP instrument with stethoscope	(Adult)
	Sphygmomanometer (desirable)	Paediatric
	Pulse oximeter	
	Derma scope	
	Auto scope	
	Digital Thermometer	
	Weighing machine	(Automatic)
	Computer and its accessories	(3 parts at least)
	Hemoglobinometer	
	Glucometer	
	Centrifuge	
	ECG machine with leads	
	Sharp container	
	CPR Manikin	
	Splint	
	Different rapid diagnostic kit with kit manuals	
	Ice pack with three layer sample packing box	
	Syringes	
	vials with different color codes	
	Measuring cylinders	

	beakers	
	Gloves	
	Mask	
	Cap	
	Shoe cover	(Large)
	Disposable cartridge and syringes	
	Fire extinguisher	
	Spill Kit	
	Different organ parts (mounted specimen or fresh organs from goat; which is available locally)	
	Charts, diagram, photos and videos	
	Computers with software like patient appointment scheduling systems	
	Billing systems	
	Store-and-forward equipment using secure email transmission	
	Remote patient monitoring (RPM) equipment using digital and electronic communication technologies	
	cell phones	
	Tool kit like hand tools	
	tablet computers	
	Electrical safety analyzer	
	cabling	
	terminals	

Classroom Aids

The aids required to conduct sessions in the classroom are:

- 1 Projector
- 2 Computer/laptops
- 3 Internet connectivity
- 4 Whiteboard

Annexure 2: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the apprentice on the required competencies of the program.

Category	Weightage	Assessment Methodology
Theory	75%	Question paper consisting of MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each module covered in both basic training and OJT The assessment would be . Developed, conducted and monitored by HSSC in consultation with Establishment
OJT	75%	OJT would be evaluated based on log book framed jointly by HSSC and Establishment. Intermittently Establishment would take the internal assessments of the candidates. Log book would be verified by Establishment and External Assessor of HSSC at the end of the program. External Assessor may carry out viva voce as per verification of the log book

Annexure 3

The following Modules/NOS are delivered only through classroom training and on-the-job training (OJT).

S. No.	Module Name/NOS Name (As Per Curriculum)	Name of Mapped Component	Mapped Component
1	Basic Approaches to Public Healthcare and knowledge of computer applications	NA	NA
2	Infection Control & Prevention	NA	NA
3	Safety & First Aid	NA	NA
4	Payment and Billing	NA	NA

Infra requirement:

- PC/Laptop
- Internet
- Subject Materials
- Basic Infra
- Refreshment
- Training Calendar / Agenda