

Hospital Executive

1. Nomenclature of Course : 6 months Certificate course – Hospital Executive
2. Eligibility : 10 + 2 from ant recognized board
3. Certification : Joint Certification CII - Charnock Hospital
4. Duration : Theory (3 months) + OJT (3 months)

Objective of the Course:

To train personnel who will be the first contact point in healthcare organizations, whether on the phone or in person. They will assist in the Front Desk as well as Back Office Operations of the Healthcare Facility and coordinate with the Clinical Team towards 'Patient Care'.

Curriculum:

Paper	Name of the Paper	Duration
01	Hospital Front Desk Operations	30 Hours
02	Basic Medical Terminology, Prescriptions	30 Hours
03	Knowing various departments & their importance	30 Hours
04	Patient Billing System, knowing the HMS	30 Hours
05	Initial Management of Floors, Communication	30 Hours
06	Customer Service Excellence & Patient Satisfaction	30 Hours
07	Healthcare Work Environment, Patient Safety	30 Hours
08	Basic Medico Legal Issues, BMW	30 Hours
	Total	240 Hours
	On The Job Training (OJT)	3 months

01. Hospital Front Desk Operations

- Customer Interaction and Handling
- Manage patient flow
- Patient Registration

02. Basic Medical Terminology, Prescriptions

- Primary medical terms and secondary terms
- Suffixes- In context of medical terminologies
- Prefixes –In context of medical terminologies
- Proper use of abbreviations
- Medical terminology used by various specialists
- Protocols of Prescription writing

03. Knowing various departments & their importance

- Floor wise departments, Signages & departmental Scopes

04. Patient Billing System, knowing the HMS

- Hospital Accounting System
- Process payments transactions
- Invoice generation
- Reconciliation of patient accounts
- Familiar with Hospital Management Software

05. Initial Management of Floors, Communication

- Effective Communication
- Round, inspect & documentation

06. Ensure Customer Service Excellence & Patient Satisfaction

- Basic Elements in Patient Service
- Maintaining service excellence
- Grievance Handling
- Understanding Departmental Process
- Managing Quality Process
- Awareness of TAT

07. Healthcare Work Environment & Patient Safety

- Complying the health and safety for workplace
- Security requirements and procedures
- Handling hazardous situation
- Reporting any hazardous situation
- How to create safety records and maintaining them
- Awareness of Sentinel Events

08. Basic Medico Legal Issues & BMW

- Clinical Establishment Act
- Consumer Protection Act
- Transplantation of Human Organs Act and Rules
- Environmental Acts and rules
- PNDT Act
- Classification of the Biomedical Waste
- Segregation of Biomedical Waste
- Proper collection, storage and disposal of Waste
- Complying with an effective infection control protocols