

PATIENT CARE COORDINATOR CUM MEDICAL TRANSCRIPTIONIST COURSE

1. **COURSE TITLE:** Patient Care Coordinator cum Medical Transcriptionist
2. **Category:** Certificate
3. **Duration –:**

Total – 12 Months

- 3 terms of 3 months each (9 months)
- Internship – 3 months

4. **Overall course objectives**

This course aims to train the student in two fields:

- **The Patient Care Coordinator (PCC)** will be competent in carrying out frontline responsibilities in outpatient and inpatient areas such as registrations, billing, reception, customer handling, appointments, telephone handling, admissions and discharge process. In addition, the PCC also coordinates between various departments to facilitate seamless patient care.
- **As a Medical transcriptionist** the course will provide the student with the basic knowledge, understanding, and skills required to transcribe healthcare dictation and prepare patient care documents with accuracy, clarity, and timeliness, applying the principles of professional and ethical conduct.

5. **Eligibility requirements**

- a. Education - Matriculation
- b. Marks – Minimum 50%
- c. Age - 16 - 22
- d. Language - English

6. **Teaching medium** - English

7. **Faculty requirements**

- a. **Qualifications** – Duty manager/Administrator/Floor in charges / senior nurses – 6 years of Exp
- b. **Student faculty ratio** - 10 Students :1 Faculty

8. **Recommended batch size**

- a. Theory - Upto 30
- b. Practical – 10
- c. Clinical - 2

9. **Infrastructure requirements:**

- a. Classrooms with capacity - Capacity for upto 30 students, based on batch size.
- b. Teaching arrangements: AV, Computer - White board, Dictaphone
- c. Library : Books and Journals – TBD
- d. Equipment for demo/lab - On job training is most important component

e. Teaching manual – TBD

**10. Affiliation or availability of practical training facilities in hospital/diagnostic centre etc. List of facilities and equipment**

- Minimum 50 patient beds
- Nursing Station
- Intercom, Dictaphone.

**11. Assessment methodology**

- a. Internal: Internal Assessment: 10%
- b. External: Exams: 90%
- c. Exam type – Written & Viva (practical)
  - Written: 50%
  - Viva and practical: 40%
- d. Marks:
  - Theory: 200
  - Practical/Viva: 180
  - Internal Assessment: 20
  - Total: 400
- e. Marks for passing – Minimum aggregated marks of 50% (all combined)

**12. Teaching framework:**

- a. Total Months – 09 (1<sup>st</sup> August to 30<sup>th</sup> April)
- b. Total weeks - 39
  - : Academic (3 terms – 30 weeks)
    1. Hours per week – 30
    2. Hours per day: 06
    3. Total Hours - 900
      - a. Distribution:
        - i. Theory – 454 hrs
        - ii. Practical - 446 hrs
    4. Leave and holidays – 4 weeks
    5. Exam preparation – 3 weeks
    6. Exams (Theory + Practical) – 2 weeks

TERM 1 (9 weeks: 270 hours)					
	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1.	Orientation To Healthcare and Role of Patient Care coordinator and Medical transcriptionist	18	5	20	5
2.	Professionalism, Ethics, Patient Rights	18	5	06	2
3.	Customer Etiquette	18	5	24	3
4.	Quality Systems and Safety	12	5	18	5
5.	Communication skills	24	5	30	5
6.	Medical Terminology	18	5		
7.	Documentation, language and use of computers	30	5	30	5
	<b>Internal Assessment</b>	<b>02</b>	<b>3</b>	<b>02</b>	<b>2</b>
	<b>Total</b>	<b>140</b>	<b>38</b>	<b>130</b>	<b>27</b>

TERM 2 (10 weeks - 300 Hrs)					
	Subject	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
8.	Front office functions – Part 1	38	10	38	5
9.	Front office functions – Part 2	40	10	40	5
10.	Financial duties and Empanelment's	40	20	40	20
11.	Coordination	30	20	30	20
	<b>Internal assessment</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>
	<b>Total</b>	<b>150</b>	<b>63</b>	<b>150</b>	<b>53</b>

TERM 3 (11 weeks: 330 hours)					
	Subject	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
12.	Medical Terminology	36	25	36	25
13.	Healthcare Documentation	36	30	36	30
14.	Grammar and Punctuations	36	20	36	20
15.	Practice Dictations	36	20	36	20
16.	Medical Transcription Editing	16	10	18	10
	<b>Internal Assessment</b>	<b>04</b>	<b>04</b>	<b>04</b>	<b>05</b>
	<b>Total</b>	<b>164</b>	<b>109</b>	<b>166</b>	<b>110</b>

Total for entire course	454	210	446	190
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### SUBJECT WISE DETAILS

TERM I (9 weeks: 270 hours)					
	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Orientation To Healthcare and Role of Patient Care coordinator and Medical transcriptionist	18	5	20	5
2	Professionalism, Ethics, Patient Rights	18	5	06	2
3	Customer Etiquette	18	5	24	3
4	Quality Systems and Safety	12	5	18	5
5	Communication skills	24	5	30	5
6	Medical Terminology	18	5		
7	Documentation, language and use of computers	30	5	30	5
8	Internal Assessment	02	3	02	2
	<b>Total</b>	<b>140</b>	<b>38</b>	<b>130</b>	<b>27</b>

#### SUBJECT 1: Orientation to Healthcare and Role of Patient Care coordinator and Medical transcriptionist

##### **Background:**

The student needs to understand at a macro, meso and micro level, how healthcare is organized and delivered. They will be made familiar with the levels, categories and departments. Patient flows, and staff categories will also be covered. The students will visit various areas and keep a record of their visits.

##### **Learning Objectives:**

1. Understand the healthcare environment and delivery systems
2. Familiarize with the various departments in the hospital
3. Familiarize with different kinds of staff in a hospital
4. Understand the role of the Patient Care coordinator and Medical transcriptionist in the system
5. Understand healthcare needs of patients and their families

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1.	Overview of Healthcare Industry	3	1	5	1
2.	Types of Hospitals and Healthcare services	4	1	10	2
3.	Departments of a hospital	6	1	5	2
4.	Types of Staff and their role	2	1		
5.	Role of the Patient Care coordinator and Medical transcriptionist	1	1		
6.	Healthcare needs of Patients and their families	02			
	<b>Total</b>	<b>18</b>	<b>5</b>	<b>20</b>	<b>5</b>

## SUBJECT 2: Professionalism, Ethics, Patient Rights

### **Background:**

Healthcare deals with a unique relationship between the patients, their families and the staff. It is important to understand the code of expected behavior and the rights of the patients and their families in the sensitive environment.

### **Learning Objectives:**

1. Understand the meaning of professionalism.
2. Thoroughly understand ethical principles and their context in the working environment.
3. Thoroughly understand patient and family rights.

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1.	Professionalism	03	01	01	
2.	Medical Ethics	05	02	02	01
3.	Patient and Family Rights	10	02	03	01
	<b>Total</b>	<b>18</b>	<b>05</b>	<b>06</b>	<b>02</b>

## SUBJECT 3: Customer Etiquette

### **Background:**

The staff dealing with patients and families needs to behave in a very customer friendly manner-humane and caring, as well as showing courtesy and a helpful attitude. The perception of the 'customer' about quality and their satisfaction with the services is very much based on the impression that the staff gives them. It is critical that staff is 'service oriented' both to the internal and external customer.

### **Learning Objectives:**

1. Understand the meaning of internal and external 'customer' and their mindset and expectations.
2. Telephone etiquette, grooming, hygiene, manners.
3. Problem solving, complaint handling.

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1.	Internal and external customer	06	01	06	
2.	Telephone etiquette, grooming, hygiene, manners	06	02	10	02
3.	Problem solving, complaint handling	06	02	08	01
	<b>Total</b>	<b>18</b>	<b>5</b>	<b>24</b>	<b>3</b>

## SUBJECT 4: Quality Systems and Safety

### **Background:**

In today's environment, quality of services has become relevant to each and every staff member. The Patient Care coordinator and Medical transcriptionist will need to understand the concept of quality, management systems and have clarity on patient and occupational safety.

**Learning Objectives:**

1. Quality in healthcare
2. Accreditation and systems
3. Patient and occupational safety

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1.	Quality in healthcare	03	01	05	01
2.	Accreditations: ISO, NABH	06	02	08	03
3.	Patient and Occupational Safety	03	02	05	02
	<b>Total</b>	<b>12</b>	<b>05</b>	<b>18</b>	<b>05</b>

**SUBJECT 5: Communication skills**

**Background:**

Because of the people interface and multiple handovers, good interpersonal communication, team work, and managing conflict are important.

**Learning Objectives:**

1. Understand the skills of a good communicator
2. Establishing rapport and team work
3. Expressing concern and managing conflict

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1.	Communication skills : verbal and non verbal	10	01	12	02
2.	Establishing rapport and team work	06	02	08	01
3.	Expressing concern and managing conflict	08	02	10	02
	<b>Total</b>	<b>24</b>	<b>05</b>	<b>30</b>	<b>05</b>

**SUBJECT 6: Medical Terminology**

**Background:**

In healthcare, several terms are used that are from the original "Greek" language. The Patient Care coordinator and Medical transcriptionist has to be familiar with the commonly used terms and abbreviations.

**Learning Objectives:**

1. Understand the medical terminology used in healthcare

SUBJECT	Hours	Marks	Hours	Marks
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		(theory)	(theory)	(practical)	(practical)
1.	Medical terminology meanings of words	12	03		
2.	Spelling checks of common words	06	02		
	<b>Total</b>	<b>18</b>	<b>05</b>		

### SUBJECT 7: Documentation, language and use of computers

#### **Background:**

Because of the people interface and multiple handovers, good interpersonal communication, team work, and transfer of information through documentation and computers, is very important.

#### **Learning Objectives:**

1. The medical record
2. English speaking
3. English writing
4. Electronic health record and IT

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1.	The medical record	10	02	10	02
2.	English speaking	08	01	08	01
3.	English writing	08	01	08	01
4.	Electronic health record and IT	04	01	04	01
	<b>Total</b>	<b>30</b>	<b>05</b>	<b>30</b>	<b>05</b>

TERM 2 (10 weeks - 300 Hrs)					
	Subject	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
8	Front office functions	42	10	42	5
9	Administrative responsibilities	40	10	40	5
10	Financial duties and Empanelment's	42	20	42	20
11	Coordination	24	20	24	20
	Internal assessment	2	3	2	2
	<b>Total</b>	<b>150</b>	<b>63</b>	<b>150</b>	<b>53</b>

### SUBJECT 8: Front office functions – Part 1

#### **Background:**

An important part of the patient care coordinator is to handle the ever busy front desk of the hospital or the OPD. Making a good initial contact with the patient or the family on behalf of the hospital or clinician is vital.

**Learning Objectives:**

1. Giving registration forms to the patients and getting all the necessary information filled from them.
2. Handling data entry tasks.
3. Handling and answering external as well as internal phone calls and transferring calls to the appropriate departments.
4. Managing patient's appointments, according to the doctor's schedule.

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Registration	10	3	10	2
2	Data Entry tasks	10	3	10	2
3	Call centre functions	10	2	10	1
4	Managing patients appointments	8	2	8	
	Total	38	10	38	05

**SUBJECT 9: Front office functions – Part 2****Background:**

While training the student to become a PCC, it must be ensured that they make sure that patients understand every aspect of their care. In their roles and responsibilities, they might at times have to work and assist with the administrative department to help them in creating policies and processes that are in the best interest of the patients.

**Learning Objectives:**

- Filing and maintenance of medical records and documents.
- Explaining hospital admission procedures to the visitors.
- Maintaining health records of the patient and producing it, whenever necessary.
- Handling public relations information

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Medical Record Maintenance	10	2	10	2
2	Hospital administration Procedures	10	2	10	1
3	Handling public relations information	10	3	10	
4	Medical Documentation	10	3	10	2
	Total	40	10	40	05

**SUBJECT 10: Financial Duties and Empanelment's****Background:**

Provide knowledge to the student of insurance coverage requirements including pre-administration authorization, third-party payor and reimbursement procedures to coordinate all patient services



**Learning Objectives:**

- To carry out billing procedures for OPD and IPD patients
- Maintaining financial records and performing accounting tasks.
- Initiating and maintaining correspondence with patients and insurance companies.
- Processing medical insurance claims, billing and electronic claims.
- Processing billing procedure and issue of receipts.
- Contact organizations and insurance companies to ensure prior approval requirements are met before patients enter the hospital.
- Provide specific medical information to Financial Services to maximize reimbursement to the hospital and physician.

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Maintenance of Financial records	10	5	5	5
2	TPA Procedures	10	6	10	5
3	Empanelment's	10	6	15	5
4	Correspondence	10	3	10	5
	Total	40	20	40	20

**SUBJECT 11: Coordination**

**Background:**

Coordinate patients' entry into and through the health care system. Coordinate patient care services and facilitate the delivery of optimal patient care.

**Learning Objectives:**

- Act as primary liaison among the hospital, the patient and family, referring physician, outside agencies, staff from other hospitals and the general public by providing information and advice regarding hospital services;
- Coordinate inpatient and outpatient care by scheduling surgery, arranging diagnostic procedures and/or coordinating requests for consultation among other medical specialties by following established protocols;
- Interview patient, develop evaluation of areas of concern and anticipated needs upon admission and discharge including: personal escort, transportation, support care, equipment needs, transfer of records, and reappointments with physicians;
- Coordinate all necessary aspects of patient transfers to and from other hospitals;
- Coordinate with other departments, Doctors, Nurses and staff to ensure seamless patient flow.

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Basics of coordination	15	10	15	10

2	First phase knowledge of interview with patients	15	10	15	10
Total		24	20	24	20

TERM 3 (11 weeks: 330 hours)					
	Subject	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
12	Medical Terminology	36	25	36	25
13	Healthcare Documentation	36	30	36	30
14	Grammar and Punctuations	36	20	36	20
15	Practice Dictations	36	20	36	20
16	Medical Transcription Editing	16	10	18	10
	Internal Assessment	04	04	04	05
Total		164	109	166	110

### SUBJECT 12: Medical Terminology

#### Background:

To provide an understanding of the Medical language

#### Learning Objectives:

- Understand medical language origins, adaptations and abbreviations
- Understand dynamics of Medical Vocabulary
- Understand dynamics of Medical word Structure

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Language origin, adaptation and abbreviations	6	5	16	10
2	Medical Vocabulary	30	20	20	15
Total		36	25	36	25

### SUBJECT 13: Healthcare Documentation

#### Background:

Providing the basic knowledge, understanding, and skills required in preparing patient care documents with accuracy, clarity, consistency, and timeliness, applying the principles of professional and ethical conduct.

**Learning Objectives:**

- Preparing report types – Outpatients and Inpatients
- Editing the Medical Record
- Maintaining Record Privacy, Security, and Integrity

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Typing Medical Record	13	10	18	15
2	Editing Medical Record	13	10	18	15
3	Principles of maintaining privacy, security and integrity	10	10		
	<b>Total</b>	<b>36</b>	<b>30</b>	<b>36</b>	<b>30</b>

**SUBJECT 14: Grammar and Punctuations****Background:**

To give the student the understanding of English Language and Its applied usage, which should cover correct English usage, rules of grammar, punctuation, and using correct spelling and sentence structure.

**Learning Objectives:**

- Understand General Standards of Style
  - Grammar
  - Usage
  - Punctuation and Capitalization
- Measurement & Quantization
  - Numbers
  - Percent's, Proportions, Ratios, & Ranges
  - Units of Measure
- Specialty Standards & Nomenclatures

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Understanding general standards of style	12	10	10	
2	Measurement & Quantization	12	5	16	10
3	Specialty Standards & Nomenclatures	12	5	10	10
	<b>Total</b>	<b>36</b>	<b>20</b>	<b>36</b>	<b>20</b>

**SUBJECT 15: Practice Dictations****Background:**

Practice Dictations is a very important practical component of the medical transcriptionist training where student is trained for pronunciation specifics

**Learning Objectives:**

- Get an experience with real doctor of dictations in the different medical fields.
- Variety to be ensured of doctors who may be hard to understand, doctors who may talk fast or mumble and many other scenarios that can run into when working as a medical transcriptionist.

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Principles of taking dictation	16	10	16	10
2	Practice dictations	20	10	20	10
	Total	36	20	36	20

**SUBJECT 16: Medical Transcription Editing**

**Background:**

This includes proofreading and editing of voice recognition created reports

**Learning Objectives:**

- Practice on Transcribing of authentic physician's dictation, including notes in various formats and letters
- Demonstrate the ability to proofread
- Correct transcribed healthcare documents.

	SUBJECT	Hours (theory)	Marks (theory)	Hours (practical)	Marks (practical)
1	Proofreading	6	4	8	10
2	Correct transcribed healthcare documents	4	3	4	10
3	Quality Assurance	6	3	6	
	Total	16	10	18	10