

**PG DIPLOMA IN MEDICAL RECORDS & HEALTH
INFORMATION**

Jointly conducted by



**Dr. B.R Ambedkar University
Srikakulam**

&

**Bollineni
Medskills**

(A Unit of Aditya Educational Society)

Vision

To provide best in class Medical Education for developing competent and compassionate Medical Professional and to become the torch bearers of Healthcare Education.

Mission

- To give valued education & services in the field of Health care Sector.
- As a member of a progressive health care system, we deliver high quality comprehensive services to the local and extended community with excellence, compassion and competence.

Program Education Objectives

Impart the theoretical and practical knowledge to the students in the field of managing the Medical and Healthcare services.

- ✓ Provide social, economic, cultural, political, policy, legal, ethical perspective of health and health services within India and at international level.
- ✓ Provide theoretical base of maintaining Medical Records & Health Information in Health organizations.
- ✓ Provide knowledge about Maintaining the Patient records in hospitals and healthcare organizations.
- ✓ Provide adequate knowledge of various functions concerned with the Medical Records & Legal interests of the Patient & report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system.
- ✓ Sufficient knowledge of manual and electronic records, audits by relevant agencies accurately in filing, retrieving and keeping records.

Program Outcomes (PGDMR&HI)

Post Graduate Diploma in Medical Records & Health Information (PGDMR&HI) is the professional domain which is associated with the Maintenance of Medical Records. This Department plays a key role in not only maintaining the Patient's records but also promotes research of Quality, in Financial and Legal interests of the Patient in the Hospital with an excellent statistical reporting system. The demand for Professionals in dealing with Medical Records & Health Information in India has also increased, being one of the few multidisciplinary programs which has an ever-expanding job market.

- ✓ At the end of the course candidate will be able to maintain Medical Records of Patient's in a Hospital and other Healthcare organisations effectively.
- ✓ After successful completion of the course He / She will obtain the capacity to integrate knowledge in maintaining Medical Records, Medical Coding of diseases.
- ✓ He / She will have the ability to evaluate, integrate and apply appropriate knowledge to ensure the compliance to regulations and retention schedules.
- ✓ After successful completion of the course he / she can emphasize to upgrade technical skills / work efficiency in the core areas of Health Facility management through educating manual and electronic records.

SWOC Analysis of the Department of Medical Records & Health Information

Strengths

- 1) Interdisciplinary nature of subject and faculty,
- 2) Applied nature of the Program
- 3) Basic infrastructure facility like labs
- 4) Experienced and Qualified Faculty
- 5) Relevant and updated syllabus
- 6) Department have sufficient teaching aids like LCD Projectors
- 7) Separate department level library
- 8) Student placements
- 9) Encourage students to participate in extra-curricular and extension activities
- 10) Solution based practical learning & Internship in 800 bedded GEMS Hospital

Weakness

- 1) Excess administrative work load of the faculty,
- 2) Inter departmental and inter university, University-Industry Medical and Healthcare sector interaction need to be strengthened
- 3) Sufficient funds need to be raised for creating advanced facilities
- 4) Located in the Rural Area

Opportunities

- 1) Collaborative research projects with other institute,
- 2) MoU's with industries / Medical and Healthcare sector.
- 3) Job placements with national & international core sector companies
- 4) Alumni network to be tapped for industry / Medical and Healthcare sector MoU's and student placements
- 5) Financial self sustainability.

Challenges:

- 1) Attrition of faculty in high-demand areas to industry/ other institutes/Corporate Hospitals/ Department of Medical and Healthcare.
- 2) Decreasing students enrolment at PG Diploma level
- 3) Fast changing technology
- 4) Motivating female students to enter Job market
- 5) Inhibition in Students to relocate to distant places for Internship and Employment
- 6) Under employment and low remuneration of PG students in industry / / Medical and Healthcare sector.

Strategic Plan for the Department of Corporate Billing

1. Strengthening of PG Diploma Programme
2. To enhance the skills of faculty & staff through continuing training programmes
3. Increase in networking with Corporate Healthcare Service Provider
4. Encouragement of OJT (on job Training) / Internship among students
5. Creating Awareness about the availability of Resources

Short Term Goals

1. Strengthen the Infrastructure
2. Strengthen the Faculty Position
3. Guest Lectures by eminent Academicians from University/Healthcare Sector

Long Term Goals

1. To Provide in-depth knowledge of management of Hospital and Healthcare organisation
2. Tie-up with corporate Hospitals and Department of Medical and Health
3. To face the challenges in dealing with recent technology used in department of Medical Records

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Introduction:

Maintenance of Medical Records is the back bone of any hospital. This department plays a key role in not only maintaining the patient records but promotes research of quality, in financial and legal interests of the patient and the Hospital with an excellent statistical reporting system. Thus providing an excellent ground for training.

Brief Job Description:

Medical Records and Health information Technician compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. They process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system.

Eligibility: Graduation

Who else can join?

- Medical records managers.
- Hospital managers
- Nursing Heads
- Paramedical / Secretarial Staff in hospitals
- Quality professionals
- Quality assurance Officers
- MHA professionals
- Professionals wanting to make a career in medical records
- Professionals wanting to pursue a career in hospital/ healthcare settings
- Executives from Health Insurance Companies, IT companies dealing with medical records and coding

Duration: 1 year

Attendance Regulations:

A candidate will be permitted to appear for the university examination for any semester if he/she secured not less than 80% of attendance (Separately in theory & practical's) during the calendar year. Failing which he/she should complete no. of days/hrs & undergo the next semester / Final Examination conducted by the university. A candidate has to secure minimum 100% in skills training (Practicals) for qualifying to appear for the final examinations.

Skills Needed to Succeed in This Career

You may be wondering if the medical records technician job is a good fit for you. The following are skills you will need to master, to do well in this career:

- **Analysis:** Medical records and health information technology workers apply their health science and medical understanding every day. For example, to bill an insurance company, technicians first have to read a medical record and determine the patient's diagnosis. The technician then translates this diagnosis into a code which is used for billing.
- **Communication:** Medical and health information techs are part of the larger healthcare team. They communicate orally and in writing with doctors, nurses, and other support personnel.
- **Information Technology:** Electronic health records are becoming the norm. Medical and health information technicians work with these systems on a daily basis and have to be comfortable using technology.
- **Time Management:** Healthcare facilities are very fast-paced workplaces. Medical records technicians must take care of their tasks in a timely manner so that physicians and nurses can focus on patient care.

Scheme of Examination is as follows

Semester – 1

NOTE: Computer & English Skills are internal papers. Marks to be sent to the University. There will be no University Examination for English & Computer Skills Papers.

PG DIPLOMA IN MEDICAL RECORDS & HEALTH INFORMATION							
PROGRAMME STRUCTURE & SYLLABUS							
S · N o	Code	Courses	Marks For Examinations				Credits
			Continu ous Assess ment	Term-End Examinati ons	Practical Examinat ions	Total	
SEMESTER 1 (450 MARKS)							
1	PGDMR&HI 101	Introduction to National Healthcare System& Healthcare	20	80	50	150	4
2	PGDMR&HI 102	Medical Records Science	20	80	50	150	4
3	PGDMR&HI 103	Anatomy, Physiology & Lab Science	20	80	50	150	4
TOTAL			60	240	150	450	12
SEMESTER 2 (450 MARKS)							
4	PGDMR&HI 201	International Classification of Diseases (ICD-10), surgical procedures (ICD-9CM) & Related Health problems - Medical coding, Medical record filing	20	80	50	150	4
5	PGDMR&HI 202	Medical Billing & Medical Audit, Medico Legal cases, about Medical Council of India, Health insurance Reimbursement	20	80	50	150	4
6	PGDMR&HI 203	Project Work cum Internship	100 MARKS PROJECT & 50 MARKS VIVA				4
TOTAL			40	160	100	450	12
GRAND TOTAL			100	400	250	900	24

(Semester –I Syllabus)

Paper-I

Introduction to National Healthcare System& Healthcare

Course Objective:

Objective of this course is to enable the student to understand

- Structure of Healthcare Delivery System in India & Abroad
- Types of Medicine
- Classification of Hospitals
- Health Insurance
- Patient Rights & Responsibilities
- Hospital Statistics

Healthcare delivery system in India

Unit – I

Healthcare Delivery system:

Introduction to health care delivery system, Introduction to Healthcare sector, Structure of Healthcare system. - National level, state level, Regional level, District level, Sub-Divisional level, Community level, PHC level., Characteristics of Healthcare systems in India- Primary care, Secondary care, Tertiary care, Quaternary care, Home & community care, Classification of Hospitals & Types of Hospitals., Public Health care insurance in India - Employee state insurance scheme, Mediclaim, 3rd party administrators, Medical tourism in India, Vital signs.

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- Types of medicine
- Structure of healthcare system in India & other countries
- Classification of Hospitals
- Health insurance
- Medical tourism in India

Unit - II

Patient Rights and Responsibilities:

Rights of a Patient, Responsibilities of a patient.

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- Rights and Responsibilities of a Patient & organization of an hospital.

Unit - III

First Aid Concepts:

Importance of first aid, First aid for Sunstroke, burns, fire accidents , injuries, removal of foreign bodies, electrical shock, fracture, bleeding, drowning, fainting, dog bite, snakebite.

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- Aims & objectives of first aid
- Different methods to be followed while doing first- aid

Unit – IV

Hospital – Statistics:

Statistical Formulas , Statistical Tables , Bed Allocations , Definition of hospital statistics and important Hospital terms , Sources of Hospital statistics - Registers, Medical Records and Daily Ward Census ,Analysis of Hospital Services and Discharges - Important Rates, Ratio and Percentages with formula , Uses and Limitations of Hospital statistics , Hospital Statistics Reporting.

Learning Outcomes:At the end of the unit, Learner should be able to gain awareness regarding

- Statistical formulae used in healthcare industry
- Analysis of hospital services & discharges

Unit – V

Bio-Medical Waste management & Environment safety:

Definition of Bio-Medical waste , Waste minimization, BMW – segregation, collection , transportation , treatment and disposal including color coding , BMW management & methods of disinfection , Modern technology for handling BMW , Use of personal protective equipment, monitoring and controlling cross infection.

Learning Outcomes:At the end of the unit, Learner should be able to gain awareness regarding

- Biomedical waste collection, segregation, transportation, treatment & disposal
- Color coding
- Use of PPE
- Hospital infection & control

Course Outcomes:Completion of this course, the learner should be able to understand

- Healthcare delivery system in India & abroad
- Patient rights & responsibilities
- First aid concepts
- Healthcare statistics
- Biomedical waste management

Text Books:

- ✓ Hospital Management –AshviniArunVora
- ✓ Electronic Nursing Records - GD Mogli

Reference Books:

- ✓ A Text Book of Nursing Foundation by LakhwinderKaur&ManinderKaur,
- ✓ Health Care Management Advisor – GD Mogli,
- ✓ Health Promotion – E. Renukaprabha,
- ✓ Primary Health Care Nursing – M.S Dhamaris, I.VasundaraNalin

(Semester – I Syllabus)

Paper-II

Medical Records Science

Course Objective:

Objective of this course is to enable the student to understand

- Development of Health Records
- Standards for Medical Health Record Services
- Medical Record Policies
- Medical Record Systems
- Medical Record Procedures
- Quality Assurance Standards

Unit – I

Characteristics of Quality Medical Records:

Definition , Characteristics of 'Good' Medical Record , Values of 'Good' Medical record to various users, Required characteristics of entries in medical records, source-oriented, Problem oriented, and integrated medical records , Medical record forms and their content, Standard Order of Arrangement of Medical Record forms , Analysis of Medical Record – Quantitative & Qualitative , Incomplete Record Control.

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- Historical Background of Medical Records
- Medical Record Characteristics
- Consent
- Analysis of Medical Records

Unit – II

Medical Records for Different Patient Encounters with Healthcare Facility:

Ambulatory care records (emergency & outpatient records) Clinical records in long term care and rehabilitation facilities, mental health records

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- Clinical, Therapeutic, Diagnostic Services
- Emergency Services
- Medical Record procedures

Unit – III

Filing Methods, Storage and Retention of medical Records:

Numbering and filing systems, Filing, Storage – Microfilming and Disk Storage, Retention, Registers & Indexes, Record movement control & Tracking system.

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- Tracking, Storage, Retention, Filing of Medical Records & Medical Record movements

Unit – IV

Organizational Aspects of Medical Record Department & Centralized Admitting Services:

Principles of Identification of a patient , Methods of collection of Identification Data , Types of Central Admitting services , Admitting policies , Procedure Outlines for admissions , Flow of Records following admissions , Advantages of good Admitting policies and procedures , Pre-requisites for smooth & efficient functioning of the centralized admitting services.

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- Medical Record Policies
- Quality Assurance Standards
- Checklist for Assessing HIM Department

Unit –V

Medical Records Department Management:

Planning, Organizing, Directing and controlling, Personnel, Principal responsibilities and duties of the Medical record Administrator / Director, Tools of Management in the hands of the Medical Records Administrator/Director.

Learning Outcomes: At the end of the unit, Learner should be able to gain awareness regarding

- EHR System Implementation & Maintenance
- Technology Infrastructure & Assessment
- Standardization of Paperless Health Records

Course Outcomes: Completion of this course, the learner should be able to understand

- Medical Records Policies & Procedures
- Challenges of HER adoption
- Technology Infrastructure Assessment
- Management of Medical Records
- Duties & Responsibilities of MRD Personnel

Text Books:

- Health Records Paper to paperless - GD Mogli
- Medical Records organization management - GD Mogli
- Health care Management Advisor - GD Mogli Chapter-8

Reference Books:

- ✓ Manipal Medical Manual – SudhaVidyasagar , RavirajV.Acharya,
- ✓ Health Records paper to paperless – GD Mogli,
- ✓ Electronic Nursing Records – GD Mogli
- ✓ Practical Use of BIOSTASTICS – AbhiramBehera,
- ✓ Electronic Nursing Records – GD Mogli

(Semester – I Syllabus)

Paper-III

Anatomy, Physiology & Lab Science

Course Objectives:

Objective of this course is to enable the student to understand:

- Origin of medical terms historical perspective
- Various uses and application of medical terms
- Purpose of learning terminology
- Understand the technical functions of various organs and systems of the body & their patho physiology – Integumentary systems, Musculoskeletal system, Respiratory system, Cardiovascular system, Blood and lymphatic system, Digestive system, Urogenital system, Nervous system, Organs of special sense

Unit – I

Human Anatomy:

Integumentary system , Musculoskeletal system, Respiratory system, Cardiovascular system , Blood & lymphatic system , Digestive system , Urogenital system , Nervous system , Organs & Special case

Learning Outcomes: At the end of the unit, students should be able to understand

- Anatomy
- Symptomatic terms
- Diagnostic terms
- Operative terms
- Laboratory tests & procedures & standard abbreviations of this unit organ systems.

Unit – II

Human Physiology:

Acquire knowledge about various body fluids, Hormones and enzymes & functional processes.

Learning Outcomes: At the end of the unit, students should be able to understand

- Pathophysiology
- Symptomatic terms
- Diagnostic terms
- Operative terms
- Laboratory tests & procedures & standard abbreviations of this unit organ systems.

Unit – III

Lab Science Bio – Chemistry, Microbiology, pathology, Radiology:

Basic idea about all the Laboratory tests

Learning Outcomes: At the end of the unit, students should be able to understand

- Pathophysiology
- Diagnostic terms
- Laboratory tests & procedures & standard abbreviations of this unit organ systems.

Unit – IV

Forensic Medicine:

Asphyxial death , Hanging ,Rape, Sodomy, Gunshot incisory by bullets, Sharp objects ,Traffic accidents, Drawing, Medico –Legal aspects of wounds, Wound Certificate, Toxicology, Food poisoning, Medico – Legal Autopsy

Learning Outcomes: At the end of the unit, students should be able to understand

- Medico Legal aspects
- Medico Legal Cases
- laboratory tests & procedures & standard abbreviations of Forensic Medicine.

Unit – V

Medical Terminology:

Derivation of Medical Terms , Define word roots, prefixes and suffixes, Conventions for combined morphemes and the functions of plurals , Basic medical terms, Form medical terms utilizing roots, suffixes, prefixes and combining roots, Interpret basic medical abbreviations/symbols, Utilize diagnostic , surgical and procedural terms and standard abbreviations related to the integumentary system, musculoskeletal system, respiratory system, cardiovascular system, nervous system, and endocrine system , Interpret medical order/reports , Terms relating to the body as a home-study of body, basic structure, cells, tissues , organs , systems, directions, anatomic plains and positions

Learning Outcomes: At the end of the unit, students should be able to understand

- Medical terminology
- Abbreviations
- Symbols used in healthcare industry

Course Outcomes:On Completion of this course the student should be able to

- Medical terminology
- Terms relating to the human body as a whole
- Complete anatomy & physiology
- Pathologic conditions
- Degenerative & innervative disorders
- Hereditary, Congenital & developmental disorders
- Symptomatic terms
- Diagnostic terms
- Operative terms
- Laboratory tests & procedures

Text Book:

- Ross & Wilson , Potter & Perry and Basavanthappa
- Paramedics 6-in -1 - GD Mogli

Reference Books:

- ✓ A Text Book of Nursing Foundation by LakhwinderKaur&ManiderKaur
- ✓ Health Care Management Advisor – GD Mogli, Health Promotion – E. Renukaprabha
- ✓ A Text Book of Nursing Foundation by LakhwinderKaur&ManiderKaur

(Semester – II Syllabus)

Paper-IV

International Classification of Diseases (ICD-10), surgical procedures (ICD-9CM) & Related Health problems - Medical coding, Medical record filing

Course Objectives:

This course aims to provide a detailed understanding on various process of medical coding, medical record analysis, filling & completion of medical records & digital transformation.

Unit – I

Introduction ICD -10 Coding system & Terminology:

Introduction to the ICD-10 Coding System, Terminology, Data and Billing Basics, Translating Documentation to Codes.

Learning Outcomes:At the end of this unit students should be able to familiarize with

- History of ICD
- ICD purposes & uses
- List of ICD codes

Unit – II

Usage of ICD-10:

Introduction and usage of International Classification of Disease in practical's, International Classification of Diseases & benefits of ICD-10.

Learning Outcomes:At the end of this unit students should be able to familiarize with

- Versions of ICD
- Coding guidelines & reporting

Unit – III

ICD -10, ICD – 9 Coding & Data abstracting:

ICD-10, ICD – 9 CM (Surgical Procedures), Similarities and Differences between ICD-9 and ICD-10, ICD-10-CM Coding Guidelines & Reporting.

Learning Outcomes:At the end of this unit students should be able to familiarize with

- Healthcare vocabularies
- Representation, of clinical data
- Standard clinical terminologies including SNOMED, ICD-10, ICD-9CM, ICD-10CM, ICD-9PCS, ICPM, CPT/HCPCS.

Unit – IV

Medical Record Filing:

Authorization of staff members making entry into medical records, Retention of medical records, confidentiality of medical records, security of medical records, Medical records tracking system, Entering laboratory results into medical records, medical records documentation.

Learning Outcomes:At the end of this unit students should be able to familiarize with

- Medical records Authorization, retention, confidentiality, security, tracking of medical records & documentation

Unit – V

Medical records Analysis & Completion:

Analysis and completion of medical records, storage of old inactive records, approved and prohibited abbreviations and electronic health records.

Learning Outcomes:At the end of this unit students should be able to familiarize with

- Medical records approved and prohibited abbreviations
- Electronic health records

Course Outcomes:Completion of this course, the learner should be able to understand

- Master Medical language
- Medical Word billing
- Healthcare Structure & organization
- Medical Coding
- Medical records analysis & completion
- Electronic health records

Text Book:Medical Records – G. D. Mogli, ICD- !0 book by AITBS Publishers.

Reference:Electronic Nursing Records – GD Mogli

(Semester – II Syllabus)

Paper-V

Medical Billing & Medical Audit, Medico Legal cases, about Medical Council of India, Health insurance Reimbursement

Course Objectives:

This course aims to provide a detailed understanding on various Healthcare payers, medical audit, MCI, Health insurance reimbursement.

Unit -I

Medical Billing & Medical Audit:

Billing Process, History of Medical Audit, Material for Medical Audit, Methods of Medical Auditing, Medical Audit Sheet.

Learning Outcomes: At the end of this unit students should be able to familiarize with various

- Medical billing
- Medical audit – types , procedure & methods
- Medical audit sheet

Unit –II

Medico-Legal aspects of Medical Records:

Medical ethics, Hippocratic Oath & Code of Ethics for the medical records professionals ,Ownership of medical records , Privileged communication & confidentiality of medical records ,Release of Information to the patient, authorized persons, agencies legal implications of release of information to unauthorized persons , Correction in identification data medical documentation , Medical record in a Court of Law , Legal requirements in retention of medical records.

Learning Outcomes:At the end of this unit students should be able to familiarize with various

- Medico-Legal aspects of medical records
- Medical Ethics, Code of Ethics for the Medical Record Professionals
- Consent
- Medical record in a Court of Law
- Legal requirements in Retention of Medical Records

Unit III

About Medical Council of India:

About MCI & Regulations from MCI.

Learning Outcomes:At the end of the unit, learners should be able to understand

- Roles & objectives of Medical Council of India
- MCI regulations
- Code of conduct of healthcare industry professionals

Unit IV

Health insurance Reimbursement:

Medical Insurance, Unique features of Medical Insurance, Insurance office Functions, Types of Medical Insurances, Role of TPA's (3rd party Administrators)in Medical insurance policy , Malpractice in Insurance policies.

Learning Outcomes:At the end of the unit, learners should be able to understand

- Health insurance – features, functions, types
- Role of TPA's
- Various insurance policies

Unit V

Quality Management:

External internal pressures for quality, quality assessment & improvement, quality assurance and medical care evaluation, utilization management, Risk management program (Organization and operation), International standards organization (ISO), Quality council of India and national accreditation board of hospitals (NABH).

Learning Outcomes: At the end of the unit, learners should be able to understand

- External and Internal Pressures for quality
- Quality Assessment and Quality Improvement,
- Quality Assessment and Medical Care Improvement
- Risk management program
- International Standards Organization [ISO]
- Quality Council of India, National Accreditation Board of Hospitals [NABH]

Course Outcomes:Completion of this course, the learner should be able to understand

- Medical billing
- Medical Audit & types
- Medical Council of India role
- Health Insurance (both Government & Private)
- Quality accreditations in healthcare industry

Text Book:

- Health care management Advisor - G.D.Mogli.
- "Health Insurance practice" (2012) Study course,
- IC-35, Insurance Institute of Indian publication.(all modules)

Reference Books:

- ✓ CM Francis, Health Records paper to paperless – GD Mogli
- ✓ Manipal Medical Manual – SudhaVidyasagar , RavirajV.Acharya,
- ✓ Health Records paper to paperless – GD Mogli,
- ✓ Medical Ethics – CM Francis

(Semester – II Syllabus)

Paper-VI

Project Work cum Internship at GEMS Hospital, Ragolu & KIMS Hospital, RIMS Hospital Srikakulam

Area of Assessment:

To evaluate the overall performance of students in all subjects of PGDMRHI course. Grand Viva will be in all subjects of all semesters and will be taken by a team consisting of one member from Bollineni Medskills, one expert from healthcare industry and one expert from Dr. B.R. Ambedkar University. Total marks in Grand Viva is 50.

Additional Subjects:

Computer Knowledge: (Internal Paper – No University Exam)

Introduction to computers, Devices of Computers, Processor & Memory, Storage, Operating Systems/Windows, Ms-Word, Excel & PowerPoint, Computer Networks, Internet & its application, Applications of computers in Clinics, Statistics - Frequency distribution, presentation of data, measures of variation

Soft Skills & Communication English: (Internal Paper – No University Exam)

Basic Language skills: Grammar & Usage, Business communication skills: With focus on speaking -Conversation, discussion, dialogues, short presentations, pronunciations, Teaching the different methods of writing letters, e-mails, report, case study, collecting the patient data, Etc. Basic compositions, Journals with focus on paragraph form & organization, Basic concepts & principles of Good communication, Types & process of communication, Barriers of communication and how to overcome.