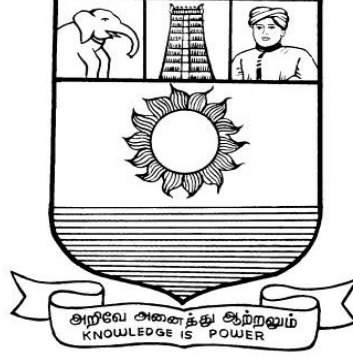


மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்  
திருநெல்வேலி - 627 012

**Manonmaniam Sundaranar University**  
**Thirunelveli - 627 012.**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON  
ACADEMIC AFFAIRS HELD ON 09.02.2017**

**Syllabus for Diploma in Hospital Records Management Course  
offered through Directorate of Vocational Education  
(Community Colleges and Extension Learning Programme)  
from 2017 - 2018**

Course Code: 5235

**DIPLOMA IN HOSPITAL RECORDS MANAGEMENT**  
**SCHEME OF EXAMINATION**

Subject code	Title of the Paper	Credit	Hours	Passing Minimum
<b>Semester I</b>				
C17HL11/E17HL01	Fundamentals of Management	6	90	40/100
C17HL12/E17HL02	Basics of Medical Terminologies	6	90	40/100
C17HL13/E17HL03	Medical Record Science	6	90	40/100
C17CE10/E17CE10	Communicative English	6	90	40/100
C17HLP1/E17HLP1	Practical I - MS Office	6	90	40/100
<b>Semester II</b>				
C17HL21/E17HL04	Hospital Information System	4	60	40/100
C17HL22/E17HL05	Fundamentals of Hospital Administration	4	60	40/100
C17LS23/E17LS05	Life Skill	4	60	40/100
C17HL24/E17HL06	Fundamentals of Services Marketing	6	90	40/100
C17HLPw/E17HLPw	Internship / Project	12	180	40/100

**Eligibility for admission:** Pass in 12<sup>th</sup>std examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

**Examination:** Passing Minimum for each paper is 40%. Classification will be done on the basis of percentage marks of the total marks obtained in all the papers and as given below:

40 % but less than 50 % - Third class  
50 % but less than 60 % - Second class  
60 % and above - First class

### Syllabus

**First Semester:-**

Paper I - Fundamentals of Management  
Paper II - Basics of Medical Terminologies  
Paper III - Medical Record Science  
Paper IV - Communicative English  
Paper V - Practical I - MS Office

**Second Semester:-**

Paper VI - Hospital Information System  
Paper VII - Fundamentals of Hospital Administration  
Paper VIII - Life Skill  
Paper IX - Fundamentals of Services Marketing  
Paper X - Internship /Project

**\*(Semester Pattern for Community College Only)**

## **SEMESTER I**

### **(C17HL11/E17HL01)FUNDAMENTALS OF MANAGEMENT**

#### **Unit-I**

Nature and functions of Management – Skills and levels of management – Different approaches to management – systems approach – Social Responsibility of Business.

#### **Unit-II**

Planning – Nature – Importance – Types – Steps in planning process – MBO – Strategic planning process.

#### **Unit-III**

Formal / Informal organization – Organizational structure – organizing process – Departmentalization – Authority delegation – Decentralization – Coordination.

#### **Unit-IV**

Staffing procedure-Recruitment, Selection, Induction, Performance and Potential Appraisal;- Training and development, Methods, Design & Evaluation of T & D Programmes,

#### **Unit-V**

Direction and Communication – Processes, Barriers and Types, Decision making, System and process of controlling, Control techniques, Total quality management – Use of IT in management functions

#### **References**

Essentials of Management – Harold Koontz, Heinz Weihrich

Principles of Management – Tripathi, Reddy

Management: A competency based approach – Hellriegel and Slocum

## **(C17HL12/E17HL02)BASICS OF MEDICAL TERMINOLOGIES**

UNIT I: Fundamentals of Medical Terminology - Word Roots, Prefix, Suffix, Abbreviations & Symbols - Introduction to Anatomy & Physiology

UNIT II: Organs & Systems - Gastro Intestinal, Respiratory, Circulatory, Renal, Reproductive, Nervous

UNIT III: Common Diseases & Procedures - **Gastro Intestinal** – Cholecystitis, Cholelithiasis, Appendicitis, Intestinal Obstruction, Hernia, Peritonitis, Gastroscopy : Endoscopy , Laparotomy, Laparoscopy. – **Respiratory** – Tuberculosis, Bronchial Asthma, Respiratory Failure, Pulmonary Embolism, Pneumonia Bronchoscopy, Pulmonary Function Test, Cardio-Pulmonary Resuscitation – **Circulatory** – Hypertension, Coronary Artery Disease, Arrhythmias, Cardiac Arrest - Shock. Deep Vein Thrombosis (DVT), ECG, 2D Echo Cardiogram, Coronary Angiography, Cardiac Catheterisation, Stress Test, Pacemaker.

UNIT IV: **Renal** - Nephrotic Syndrome, Urinary Tract Infection, Renal Failure, Renal / Bladder Stones, Intravenous Pyelography, Cystoscopy, Urinalysis, Haemodialysis, Peritoneal Dialysis, **Reproductive - Female** – Breast Cancer/Self Examination, Menstrual Disorders, Dysmenorrhoea, Premenstrual Syndrome (PMS), Menorrhagia Ovarian Cyst, Fibroids, Malignancy, Infertility Mammography, Ultra Sound, Laparoscopy, IVF, Tubectomy, D & C – **Male** - Prostate Enlargement, Hydrocele, Impotence, Transurethral Resection of Prostate (TURP)

UNIT V: **Nervous** - Stroke ( Cerebro Vascular Accident), Brain Tumor, Brain Injuries, Spinal Cord Injuries, Lumbar Puncture, Myelography, CT Scan, MRI, EEG, EMG, **Oncology**.

### **Reference Books :**

01. Principles of Anatomy & Physiology – By Gerard J. Tortora.
02. Anatomy & Physiology in Health & Illness – By Anne Waugh – Churchill Livingstone.
03. Anatomy & Physiology for Nurses – By Evelyn Pearce – Indian Edition – Jaypee Brothers, New Delhi.
04. Dorland's Pocket Medical Dictionary.
05. Taber's Cyclopedic Medical Dictionary – F. A. Davis Philadelphia.
06. Manual Manual of Anatomy – By Sampath Madhyastha – CBS Publication.

## **(C17HL13/E17HL03)MEDICAL RECORD SCIENCE**

### **UNIT I:**

Definition and Types of medical record, Importance of medical record, Flow chart of function, Statutory requirements of maintenance, coding, indexing and filing, Computerization of record

### **UNIT II:**

Report and returns by the record department, Statistical information and ICD, Utility & functions of Medical Records in Health care delivery System, Organizations & management of Medical Records Department.

### **UNIT III:**

Role of Hospital managers & MRD personnel in Medical record keeping, Reports & returns in Medical Record System.

### **UNIT IV:**

Basic knowledge of legal aspects of Medical Records including Factories Act, Workmen, Compensation Act & Consumer Protection Act.

### **UNIT V:**

Procedures of Medical Auditing & its importance, Government Regulations & requirements.

### **Reference Books:**

1. Hospital Administration — Tabish (O.U.P.).
2. Principles of Hospital Administration & Planning — B.M.Sakharkar, Jaypee Brothers
3. Hospital Administration & Management — C.M. Francis & D'Souza.
5. Management of Hospitals — Goel & Kumar. (Deep & Deep).
6. Medical Records , G.D. Mogli, Jaypee Brothers

**(C17CE10/E17CE10) Paper IV Communicative English**

**Unit I: Learning context**

Concept of learning – Learning style –Grammatical framework – sentence framing – paragraph and texts

**Unit II: Reading**

Basic concept – Purposes of reading-Decoding-Reading materials – Barriers of reading

**Unit III: Writing**

Basic concept-Writing style-Terminology-stages-English spelling and punctuation – Written texts

**Unit IV: Speaking**

Language functions-Conversation- Features of spoken English – Types of English course: functional English, English literature, advance English – Phonetic

**Unit V: Developing Communication Skills**

Meaning –Classroom presence- Features of developing learning process- Practical skills and Listening- uses of communicative English

**References Books:**

1. Raman, m.&S. Sharma (2011) communication skills, OUP,New Delhi: India
2. Lata, P.&S. Kumar(2011) communication skills, OUP,New Delhi: India,
- 3.Leech,G&J.Svartvik(2002) A communicative grammar of English, Pearson,India,
4. Sethi, J. and P.V. Dharmija (2007) A course in Phonetics and spoken English. Second edition, Prentice hall: New Delhi

**(C17HLP1/E17HLP1)PRACTICAL – I**

**MS OFFICE**

1. Capabilities of computers, Block diagram, generations of computers
2. Types of computers, Input devices, output devices, memory devices, Storage devices, RAM and ROM, Internet and its concepts.
3. Applying advanced formatting techniques, formatting pages, working with columns, constructing high quality tables
4. Creating outlines in word. Working with complex documents, managing data with word
5. Mail merge, publishing online forms, adding references to documents, working together on documents.

6. Creating Excel worksheets: entering and editing cell entries, working with numbers, changing worksheet layout, other formatting options, printing in excel, creating charts and statistical functions.
7. Creating power point presentations.

**Reference Book:-**

- 1) Gini Courter & Annetel Marquis-MS Office 2010, BPB Publishing
- 2) Stephen L. Nelson-Office 2010
- 3) Tata Mc Graw Hill-Computer reference

**SEMESTER II**

**(C17HL21/E17HL04)HOSPITAL INFORMATION SYSTEM**

Unit I

Information System: Overview, structure of MIS specific to hospital; information and data; information for control, decision, statutory needs, feedback; hierarchy of management activity; decision making process; document preparation, data capture, POS method.

Unit II

Project Life Cycle: Physical systems design, physical data base design; Programme development, procedure development; input-output design, online dialogue; design of files,

data communication; Project life cycle, installation and operation, conversion, operation, documentation, training, maintenance, post audit system evaluation.

### Unit III

Approaches to HIS: Patient based, functional organization based, user department based, clinician based HIS, Medical records, nursing information system; appointments scheduling, dissemination of tests and diagnostic information, general administration, productivity.

### Unit IV

Decision Support System: Concepts, DSS software, applications for hospital activities.  
Expert System Concepts, applications in healthcare management, dedicated SW packages.

### Unit V

Information Technology: Telemedicine, Knowledge management, IT integration.

### *References:*

Davis,G.B. and M.H.Oslon, Management Information Systems – Conceptual Foundations, Structure and Development, TMH, 1998

Mudford,Eric,Effective systems design and requirements analysis,Mc GrawHill,1995

A. V. Srinivasan, Managing a Modern Hospital, Chapters 10 and II, Response Books, New Delhi, 200C

## **(C17HL22/E17HL05)FUNDAMENTALS OF HOSPITAL ADMINISTRATION**

UNIT I: Routine Admission/Discharge Procedures/Discharge Summary, Hospital Utilisation Statistics - Average Length of Stay (ALS), Bed Occupancy Rate, Turn Over Interval - Daily Reports / Returns - Hospital Census, Matron's Report, Medical Officer's Report, Casualty Report, Medico-Legal Cases, Report from ICU / ICCU, Security Report, Maintenance Department Report, OT List

UNIT II: Patient's Complaints, Medical Certificates, Hospital Committees - Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions.



UNIT III: Patient Satisfaction Survey, Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing - Duty Roster of various categories of Staff - Availability of Materials, Critical Items, Stock Level, Procurement Methods.

UNIT IV: Administration of Patient Related Schemes, Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI - Front Office: Duties & Responsibilities, Duties & Responsibilities of the Hospital Administrator/CEO, In Profit Making Hospitals, In Non-Profit Making Hospitals

UNIT V: Disaster Management/Disaster Plan, Marketing of Hospital, - Telephone Courtesy, Guest Lectures, Organization of Camps, Seminars, Workshops, Continuous Medical Education, Public Participation, Hospital Security - Staff, Patients, New born babies, Female staff / Patients, Stores.

**Reference Books:**

01. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
02. Hospital Waste Management & it's Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
03. Medical Stores Management – By Shakti Gupta & Sunil Kant - Jaypee Brothers, New Delhi.
04. Medical Records, Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.

**(C17LS23/E17LS05)LIFE SKILL**

**UNIT-I ATTITUDE:** Positive thinking – Goal setting – Problem Solving and Decision making – Leadership and Team Work.

**UNIT-II COMMUNICATION SKILLS:** Oral communication: Concept of English language – Fluency – Verbal Communication in official and public situations.

**UNIT-III COMMUNICATION SKILLS:** Written Communication: Comprehension – Writing a formal letter like application for Job, enquiry, reply, complaint such others – preparation of Resume, Curriculum Vitae.

**UNIT-IV COMPUTING SKILLS – 1:** Introduction to Computers, its various components and their respective functions – Memory storage devices – Microsoft (MS) Office – MS Word.

**UNIT-V COMPUTING SKILLS – 2:** Internet Basics – Origin of Internet – Modem – ISP – Upload – Download – e-mail – Origin of worldwide web (www) Browsers – Search engines.

**Reference Books:**

Life skill, Manonmaniam Sundaranar University Publications Division (2011)

**(C17HL24/E17HL06)FUNDAMENTALS OF SERVICES MARKETING**

**UNIT-I**

Introduction – Meaning and Objectives of Service Marketing. Nature and Scope of Service Marketing – Significance.

**UNIT-II**

Service Market – Segmentation – Selecting the appropriate customer portfolio, creating and maintaining customer loyalty.

**UNIT-III:**

Pricing Strategies for promotion positioning service in the market – promoting market communication service.

**UNIT-IV**

Planning and Branding Services, New Services Development and customer Loyalty.

**UNIT-V**

Planning and Managing Service delivery. Situation review. The role of intermediaries. Enhancing value by improving quality and productivity.

**Reference Books:-**

1. Service Marketing by Ravi Shanker
2. Service Marketing by Tyagi

**(C17HLPw/E17HLPw )INTERNSHIP / PROJECT**

The students of this course are required to take up Internship training or undertake a project work on a specific topic during the second semester and submit a report at the end of the semester but before the commencement of the end semester examination. The period of the internship can be decided the centres concerned according to the availability of the training opportunities available. The choices could be either the internship can be on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.

-----