DR. VIRENDRA SWARUP INSTITUTE OF VOCATIONAL STUDIES

SYLLABUS

(CERTIFICATION COURSE IN HOSPITAL FRONT DESK COORDINATOR)

COURSE CODE: AHE72

COURSE NAME: CVESD CERTIFICATION COURSE IN HOSPITAL FRONT DESK COORDINATOR

COURSE DURATION: 1 YEAR

SESSION: 2024-25

DR. VIRENDRA SWARUP INSTITUTE OF VOCATIONAL STUDIES, MC ROBERT GANJ, CIVIL LINES, KANPUR (UP) 208001

CourseCode   **CourseName**

AHE72-01   **COMMUNICATIVE ENGLISH & COMUTER FUNDAMENTALS**

CO1	Inculcate Process of Communication and identify barriers in communication.
CO2	Develop skills for working in team and individually.
CO3	Inculcate soft skills and develop personality through participation in group discussion, mock interview, group and individual presentation.
CO4	Describetheusageofcomputersandwhycomputersareessentialcomponentsinbusinessandsociety.
CO5	Understandingtheconceptof Computer memoryandinput/outputdevicesof Computers andhowitworks and recognizethebasic terminology usedin computerprogramming.

Course Outcomes: At the end of the course, the student will be able to,

UNIT-I

The Process of Communication:

Communication, the Process of Communication, Barriers ofCommunication, Different Types of Communication, Characteristics and Conventions ofConversation, Conversational Problems of Second/Foreign Language Users, DifferenceBetween Conversation and Other Speech Events.

UNIT- II

Soft Skills Training:

Soft Skills Practice, Personality Development, Participating in Group Discussion and JobInterviews, Time Management Presentation Skills, Leadership Skills, LateralThinking, Team Work and Interpersonal Skills, Emotional Intelligence, Self-Confidence and Attitude.

UNIT- III

Speaking Skills and Presentation:

Presentation Design and Delivery. Monologue Dialogue,Group Discussion. Effective Communication/ Mis-Communication. Interview. Effective Writing, Report Writing, Resumeand letter Writing.

UNIT-4
Introduction to Computer: Definition - History & Generation of Computer (From First to 5th) -Applications of Computer – Advantages of Computer – Terms related to Computer - Characteristicsof Computer: Speed, Storage, Versatility and Diligence – Hardware & Software. Block Diagram andWorking Principle of Computer - Types of Computer: On the Basis of

Working - Analog, Digital &Hybrid, On the Basis of Size - Main frame, Mini Computer, Super Computer, Work station, MicroComputer, Desktop Computer, Laptop Computer

UNIT-5
Memory: Units, Representation, Types - Primary memory: RAM, ROM,PROM, EPROM, EEPROM, DDR Secondary memory: Hard disk, CD, DVD, Blue ray Disc, PenDrive Magnetic tape & Zip disk – **CPU:** Components of CPU - Mother board, Hard disk, RAM,ROM, Processor, SMPS & Connecting wire - Graphics Card, Sound Card, Network Card – Modem;**Input, Output devices**: Keyboard, Mouse, Scanner, Digital Camera, Joystick, Pen drive, Monitor,Printer,Plotter– Connectingport– Serial,parallel–USBport.

Referential Books:

1. Wren and Martin -English Grammar and Composition
2. B. K. Das- an Introduction to Professional English and Soft Skills
3. Barun K. Mitra- Personality Development and Soft Skills

CourseCode	CourseName	L	T	P
		3	0	0
AHE72-04	Hospital Front Office Management			

Course Objectives: ☐ To identify the important functions and its management in Hospitals
☐ Tofamiliarise with the supporting services and procurement management of Hospitals

UNIT-1
Front Office- Admission– Billing– Medical Records– Ambulatory Care- Death in HospitalBrought-in Dead- Maintenance and Repairs Bio Medical Equipment.
Nutrition and Dietary services– Pharmacy services– Medical Records services

UNIT 2:
Clinical Services- Clinical Departments– Out patient department (OPD)– IntroductionLocation–
Types of patients in OPD– Facilities– Flow pattern of patients– Training and Coordination;
Radiology– Location– Layout– X-Ray rooms– Types of X-Ray machines– StaffUSG–CT–MRI–
ECG.

UNIT-3
Supporting Services– House Keeping–Linen and Laundry,- Food Services- Central Sterile Supply
Department (CSSD)

UNIT-4
Facility Location and Layout importance of location, factors, general steps in location
selectionTypes of lay outs– product, process, service facility layout-Work standards, techniques of
work measurement-Work sampling, calibration of hospital equipments. Productivity measures,
value addition, capacity utilization, productivity– capital operations, HR incentives calculation,
applications in hospital.

UNIT-5
Purchasing strategy process– organizing the purchasing function– financial aspects of purchasing–
tactical and operational applications in purchasing, Inventory Management: valuation and
accounting for inventory– physical location and control of inventory– planning and replenishment
concepts– protecting inventory; Value Management, Value engineering, value analysis.

ReferentialBooks:

➢ Madhuri Sharma, ESSENTIALS FOR HOSPITAL SUPPORT SERVICES AND PHYSICAL
INFRASTRUCTURE,

➢ Sakharkar BM, PRINCIPLES OF HOSPITALS ADMINISTRATION AND PLANNING, Jaypee
Francis CM, Mario C de Souza,
➢ HOSPITAL ADMINISTRATION, New Delhi, 2000 Prabhu KM, Sood SK, HOSPITAL
LABORATORY SERVICES ORGANIZATION AND MANAGEMENT,Journal of Academy of
Hospital Administration, 2(@) 1990

CourseCode	CourseName	L	T	P
		3	0	0
AHE72-03	Hospital Management			

UNIT-1

Understand the functions, characteristics & basic components of a computer system. Know-how of various peripherals, storage devices & understand their physical structure & working. Understand operating system & file system basics Ability to use & work with Windows: accessories /programs & system tools.   Understand Login, Logout, file, directories & sub directories.   Work with advanced features of Windows

UNIT-2

Creation, edition, & printing a document/ page/ presentation/ excel sheet in MS Office. Incorporate & use advanced features in MS Word.   Inserting word art, shapes, Clipart, Charts, Smart arts, symbols, Graphs etc. in a document/slide. Calculations using various formulas, Function in Excel. Using wizards various data types features with data, cell & texts. Represent data as chart in MS Word, Excel & PowerPoint. Design presentations using text, graphics, images, tables and charts. Design presentations with advance features using animations & objects. Importing & exporting excel sheets to/from various formats. Adding Headers/Footers & use macros.

UNIT-3

Introduction to various versions, concepts and applications of PageMaker, Guides & rulers. Drawing tools. Fills & outlines. **CorelDraw & Photoshop** :Creating new Filets, Entering text, Defining style, Saving files, Creating Frame , Inserting and removing pages, Adding shapes, Creating header and footer, Using story Editor, Developing long documents, Using color.

UNIT-4

Photoshop: Introduction to various versions, concepts and applications of Photoshop Understanding the Print Industry, Printing technology and uses Understanding Design principles and color theory Understanding the use of various fonts and typo issues with Web design Understanding Designing standards, Print layout Design and creative visualization for intuitive layout Photoshop-History & introduction, the file menu, the tools, Drawing lines & shapes. Photo editing /inserting starting with Setting Up, introduction of layers The Interface Managing Palettes Working With Photoshop Tools Working With Layers WEB & WEB GALLERY using internet explorer in photoshop.

UNIT-5

Creating animations using image ready, creating animations & presentations. Tips and tricks in Photoshop.Working with Creating Illustrations apply different colorscheme Palettes Digital Imaging Working with Images in Photoshop. Working with Palettes, i.e., layers palette, navigator palette, info palette, color palette, Swatches palette, Styles palette, History palette, Actions Palette, Tool preset palette, Channels Palette and Path Palette. Working with Layers.

ReferentialBooks:
  1) The Ultimate DTP Book – Bill Rosoman
  2) Computer Fundamentals - P.K. Shinha
  3) Adobe PageMaker 7.0 develop by Staff of Adobe
  4) Adobe Photoshop develop by Staff of Adobe

CourseCode	CourseName	L	T	P
		0	0	3
COE32-04	PRACTICAL-I			

CourseCode	CourseName	L	T	P
		0	0	3
COE32-05	PRACTICAL-II			

CourseCode	CourseName	L	T	P
		0	0	3
COE32-06	PRACTICAL-III			