

Syllabus (2025-26)
Healthcare Sciences and Services
Allied Health Services
Class-XI

Unit	Unit Name	Topics	Major Competencies covered	Total Hours
Unit 1	<p>Introduction to the Healthcare Industry & Allied Healthcare Services</p> <p><i>(How do healthcare systems work with the help of Allied healthcare services?)</i></p>	<p>●Introduction to the Healthcare Industry: Overview of the Healthcare and Healthcare systems in India, The necessity of healthcare services at national levels.</p> <p>●Key Players in Healthcare: Contribution and role of the public and private sectors to the healthcare system; NGOs and their role in the healthcare system.</p> <p>●Components and Processes in Healthcare: Core Components of the Healthcare Industry: Hospitals, Home care, Medical Devices, Clinical research, Telemedicine, Health Insurance, Diagnostic Services, Medical Equipment; The levels of care like Primary, Secondary, and Tertiary Care, Healthcare Delivery Processes and services in healthcare facilities.</p> <p>●Allied Healthcare Professionals Roles and Job Responsibilities: Overview and importance of Allied healthcare services; Need and role of trained manpower in medical professions; Roles, Job Responsibilities, and Qualities of Allied Health Professionals: Front Office Executive, Pharmacy Assistant, Dietary Assistant, Phlebotomists and Public Health Worker.</p>	<p>CG1-C1: Understand the structure and principles of the healthcare industry, recognizing the interplay among its various components to function effectively in healthcare settings.</p> <p>CG1-C2: Explain diverse healthcare delivery systems and determine opportunities for improving patient care.</p> <p>CG1-C3: Understand the roles and responsibilities of allied healthcare professionals in comprehensive medical care and patient outcomes.</p>	<p>12 Hours</p> <p>[Theory: 4 hours Practical: 8 hours]</p>

Unit 2	<p>Disease Prevention and Infection Control</p> <p><i>(How are diseases caused and how to prevent diseases from spreading?)</i></p>	<p>●Diseases & Classification: Diseases and Their Types- Pathogens, Disease Classification; Communicable and Non-Communicable Diseases and their Differences- Characteristics, Causes, Signs, and Symptoms of Common Diseases; Examples of Communicable Diseases- Conjunctivitis, cholera, tetanus, Respiratory Tract Infections; Examples of Non-Communicable Diseases- Cardiovascular Diseases, Diabetes, Hypertension, COPD, Asthma, Stroke, Cancer.</p> <p>●Fundamentals of Infection Control: Infection and its different stages, Modes of Transmission of Infection, Chain of Infection; Antimicrobial Drug Resistance.</p> <p>●Precautions for Infection Transmission in Home and Community: Standard methods for preventing the transmission of infections at home and in the community.</p> <p>●Precautions for Infection Transmission in Healthcare Settings: Personal Protective Equipment (PPE) types and uses; Prevention and management of needle stick injury at healthcare setups; Management of blood and body substance spills in the healthcare setting; Aseptic techniques and sterilization Methods, Biomedical Waste Management.</p> <p>●Vaccination and Disease Prevention: The Importance of Vaccination, Immunization schedules; Essential vaccines for healthcare workers.</p>	<p>CG3-C1: Apply infection control protocols, utilizing current guidelines and best practices consistently to significantly reduce the incidence of healthcare-associated infections.</p> <p>CG3-C2: Develop and apply comprehensive safety measures, including the identification, assessment, and management of risks and hazards in healthcare settings.</p> <p>CG3-C3: Apply knowledge related to sustainable waste management, focusing on the handling and disposal of medical waste in accordance with environmental and public health guidelines.</p> <p>CG3-C4: Understand emergency preparedness and response within healthcare settings.</p>	<p>16 [Theory: 6 hours Practical: 10 hours]</p>
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Unit 3	<p>Patient Assessment</p> <p><i>(How do we assess a sick person and determine the severity of their condition?)</i></p>	<ul style="list-style-type: none"> ● Introduction to Patient Assessment: The Role of Patient Assessment, Importance in Clinical Practice, Comprehensive vs. Focused Assessments, Ethical Considerations in Patient Assessment. ● Patient History Taking: Principles Of Focused History-Identifying Chief Complaints, Implementing SAMPLE approach. ● Vital Signs and Their Interpretation: Measuring vital signs, related tools and techniques and clinical significance. ● Steps in the Patient Assessment Process: Pain assessment for different age groups, Different scoring system implementations like Fall Risk, Pressure injury, Nutritional assessment. ● Advanced Techniques in Patient Assessment: Diagnostic Tools and Tests, Physical Assessment in emergency conditions. 	<p>CG5-C1: Develop essential skills in conducting initial patient assessments through focused history-taking and measuring vitals, particularly in nursing settings.</p> <p>CG5-C2: Understand and perform nursing support roles and tasks, ensuring comprehensive patient care across health settings (labs, homes, hospitals etc.)</p> <p>CG5-C3: Adhere to fundamental caregiving practices, focusing on compassion, cleanliness, and emergency first aid to enhance patient comfort and safety.</p> <p>CG5-C4: Coordinate patient management, diagnostic tests, medication adherence, and follow-up visits, aligning with physicians' directives to optimize care continuity.</p>	<p>24 [Theory: 8 hours Practical: 16 hours]</p>
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Unit 4	Medical Terminology <i>(How to understand the language and terms spoken in healthcare settings?)</i>	<ul style="list-style-type: none"> ● General Medical Terminology: Origins of medical terms- Prefixes, suffixes, and root words, Terms used for medical specialties. ● Anatomical Terminology: Human body- Anatomical planes and orientations, Anatomical regions. ● Disease Terminology: Terms related to diseases and disorders, Common abbreviation used at healthcare setup, Medical Conditions and Surgical procedure terminology, medical equipments. 	CG1-C5: Use medical terminology effectively in communications with healthcare professionals and patients to ensure clarity and accuracy in the documentation of patient care and interactions	10 [Theory: 4 hours Practical: 6 hours]
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Unit 5	<p>Professionalism, Communication and Ethics in the Healthcare System</p> <p><i>(How does good behaviour, ethics and continuous learning improve healthcare quality ?)</i></p>	<ul style="list-style-type: none"> ● Healthcare Ethics & Regulations: Key ethical principles in healthcare (autonomy, beneficence, non-maleficence, justice), Ethical decision-making, Common Ethical issues in healthcare, Ethical Regulations and Compliance, Positive attitude toward patient care, Patient Rights and responsibilities. ● Consent in healthcare: Role of consent in healthcare, Elements of Informed Consent- Disclosure, Decision-making capacity, Voluntariness, Special Considerations for Consent- Emergencies, Minors, People with disabilities, Challenges to Obtaining Informed Consent- Limited health literacy, Time constraints, Cultural differences. ● Professionalism in Healthcare: Introduction to professionalism in healthcare, professional behaviour focusing on empathy, trust and quality care, code of conduct of healthcare professionals; Healthcare Communication – Importance, rules, effective communication with patients, health care professional, verbal and non-verbal communication, handover communication. ● Professional Development: Importance of Continuous development and modalities. 	<p>CG4-C1: Demonstrate a good professional and ethical behaviour across all healthcare environments.</p> <p>CG4-C2: Develop a deep understanding of ethical principles including patient confidentiality, privacy laws, and the ethical use of patient information, ensuring that all patient interactions and data Handling is conducted with the utmost respect for patient rights and privacy.</p> <p>CG4-C3: Understand the processes and importance of obtaining informed consent, recognizing the patient's right to be informed about their care, to make voluntary decisions regarding their treatment, and to understand the potential risks and benefits of their choices.</p> <p>CG4-C4: Engage in continuous professional development and self-reflection to enhance ethical decision- making and professional conduct.</p>	<p>14 [Theory: 6 hours Practical: 8 hours]</p>
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Unit 6	Front Office Operations- Overview <i>(How can the front office operations, help desk, and call centre in a healthcare facility be effectively managed?)</i>	<ul style="list-style-type: none"> ● Scope of Front Office Services in Healthcare: Departmental overview; Organization chart; Job descriptions, Department policies and procedures, functions of the front office. ● Help Desk & Call Center Management: Help desk operations; Call center and appointment handling. ● Patient Categories & Customer Service: Patient categories are based on the urgency of care, finance, and factors that influence patient behaviour. ● Customer Satisfaction & Complaint Management: Handling various patient complaints; Patient feedback, managing irate customers; Ensuring patient satisfaction, service recovery, and complaint management process. 	CG7-C1: Demonstrate knowledge of healthcare front office operations, proficiency in patient reception, data management, and coordination of services. CG7-C2: Develop fundamental skills to schedule OPD appointments, optimize patient flow, and supporting efforts to enhance operational efficiency and patient satisfaction. CG7-C3: Operate help desks and manage call centre operations effectively, ensuring clear and supportive communication with patients and their families.	15 [Theory: 5 hours Practical: 10 hours]
Unit 7	Front Office Operations- OPD, IPD & PHP <i>(How can OPD, IPD, and Preventive Health Programs (PHP) be effectively managed in a healthcare setting?)</i>	<ul style="list-style-type: none"> ● Managing OPD & Appointments: OPD management; Patient registration; Billing tasks. ● IPD Admission & Discharge: IPD processes; Admission and discharge procedures and bed management. ● Preventive Health Program Management: Overview and objectives; Program development and management. 	CG7-C4: Demonstrate proficiency in coordinating and management of preventive health programs, OPD & IPD services in a healthcare setting	22 [Theory: 8 hours Practical: 14 hours]

Unit 8	Front Office Operations- Billing and Emergency services <i>(What is the role of the front office in billing and managing emergency services?)</i>	<ul style="list-style-type: none"> ● Billing: Payment and billing systems. ● Insurance & TPA: Insurance and TPA management. ● Report Delivery & Data Management: Report delivery process; Front office data management. ● Managing Emergency Services: Triage concepts, ambulance Services, medico-legal case management. 	CG7-C1: Demonstrate knowledge of healthcare front office operations, proficiency in patient reception, data management, and coordination of services. CG7-C2: Develop fundamental skills to schedule OPD appointments, optimize patient flow, and support efforts to enhance operational efficiency and patient satisfaction.	22 [Theory: 8 hours Practical: 14 hours]
Unit 9	Front Office Operations- HIS <i>(What role does technology play in enhancing front office operations?)</i>	<ul style="list-style-type: none"> ● Hospital Information System (HIS): Overview of HIS; Medical software applications. 	CG7-C1: Demonstrate knowledge of healthcare front office operations, proficiency in patient reception, data management, and coordination of services.	15 [Theory: 5 hours Practical: 10 hours]