



NETAJI SUBHAS OPEN UNIVERSITY
Advanced Diploma in Hospital Front Office Management (ADHFOM)

Course Structure:

- Paper 1: Hospital & Health
- Paper 2: Overview of Hospital Management
- Paper 3: Principles of Management
- Paper 4: Concept of Hospital Support Services
- Paper 5: Front Office Management
- Paper 6: Specialized Services
- Paper 7: Hospital Information Systems
- Paper 8: Public Relations
- Paper 9: Communication
- Paper 10: Project Work and Viva-Voce

There is one home assignment (Internal Assessment) for Theoretical Papers (Papers I-IX) and **20%** marks are reserved for this.

SYLLABUS

Paper -1: Hospital and Health

- 1) *History growth and classification of Hospitals in India*
 - *Introduction*
 - *Nature and scope of a Hospital*
 - *Definition of Hospital*
 - *History of Indian Hospital*
 - *Health Committee appointed by the government.*
 - *Changes in Hospital Organisation*
 - *Classification of Hospitals*
- 2) *Concept of Health*
 - *Definition of Health*
 - *Dimensions of Health*
 - *Spectrum of Health*
 - *Determination of Health*
 - *Responsibility of Health*
 - *Health and Development*
 - *Indicators of Good Health*
- 2) *Concept of Disease*
 - *Concept of causation*
 - *Nature History of disease*

- *Changing concept of disease*
- 4) *Disease Classification*
 - *Communicable*
 - *Noncommunicable*
- 5) *Basic Medical Terminology*

Paper –II: Overview of Hospital Management

1. Basics of Hospital Management

- *Introduction*
- *Availability of hospital beds*
- *Utilisation of hospital beds*
- *A typical district hospital*
- *Community orientation of Hospital*
- *Issues in hospital management*
- *Hospital beds/other investigation facilities*
- *Patient satisfaction*
- *Improvement in quality of patient care*

2. Functions of Hospital Administration

- *Introduction*
- *Hospital as a system*
- *Factors that influence public care*
- *Hospital Staff*
- *Physical facilities and equipment*
- *Clinical and service facilities*
- *Hospital as an organization*
- *Legislation ,rules, power, authority*
- *Factors that influence patient care*
- *Need for Hospital organization change*
- *Process of system approach for organizational changes*

Paper –III: PRINCIPALS OF MANAGEMENT

Nature of Management

- *Concept of Management*
- *Management and administration*
- *Importance of management*
- *Nature of Management*
- *Effective Management*

Management functions and roles

- *Managerial Functions*

- *Management Role*
- *Functions at various levels*
- *Functional areas of management*
- *Management skills*

Paper –IV: Concept of Hospital Support Services

- *Diet Services*
- *Laundry*
- *House Keeping*
- *CSSD*
- *Control of Hospital Acquired Infection*
- *Disposal of Biomedical waste*
- *Transportation Services*
- *Safety and Security Services*
- *Maintenance Services*
- *Office Administration*

Paper –V: Front Office Management

1. Introduction :

- *Mission Statement*
- *Objectives*
- *Goal*
- *Strategies*
- *Organisation Chart*
- *Use of organization Chart*

2. Front Office

- *Functions & Importance of front office*
- *Front Office Staff Organisation*
- *Various sections of Front office Department*
- *Staff requirement*
- *Staff organization in the hospital*
- *Functions of a reception*
- *Qualities of Good front office representatives*
- *Selection of staff*

3. Managing Front Office

- *Patient Admission*
- *Tele conversation*
- *Telephone etiquettes*

- *Cash and Bill Section*
- *Information*
- 4. *Role of the Front Office*
 - *Forecasting needed*
 - *Attributes needed in Employee*
 - *Informing personnel department of the Department needs*
 - *Job specification card*
- 5. *Reception Activities*
 - *Importance of Reception*
 - *Attributes of a good reception*
- 6. *Team Work in Front Office*
 - *Team Building*
 - *Importance of Team Work in Hospitals*
 - *Nature of scope in Team Work*
 - *Characteristics of Effective Team*
 - *Essentials of good team work*

PAPER –VI: SPECIALIZED SERVICES

1. *Admission Department*
 - *Registration*
 - *Admission*
 - *Discharge*
 - *Announcement*
2. *Front Office & Patient Visitor Handling*
 - *Objectives*
 - *Stages of contact with the hospital*
3. *Front Office*

First and Last contact area

 - *Lobby*
 - *Size of the lobby*
 - *Reception counter*
 - *Equipment & Furniture*
 4. *Sections with which Front Office Communicates*
 - *Floor Management*
 - *Ward/OPD & Diagnostic Sections*
 - *Public Relations Office*

5. *Management of Medical Records*
6. *Concept of Medical Transcription*

PAPER –VII:HOSPITAL INFORMATION SYSTEM (HIS)

REASON TO USE COMPUTERS IN HOSPITAL

(Computer System Design)

- *M.S.Office and Operating System*
- *Data Base Concept*
- *Introduction to Front Office Software*
- *Introduction to Hospital Information System*
- *Integrated Hospital Information System*
- *Concept of Telemedicine*

PAPER –VIII: Public Relations

1. General Areas

- *Importance of Human Resource Management in Hospital*
- *How to improve Public Relations*
- *Sensitive areas of Hospitals*
- *Maintaining good Human Relation*

2. Customer Relations

3. Customer Satisfaction

4. Customer Dissatisfaction

5. Health Insurance

- *Third Party Administrator & Pre Authorization*
- *Corporate Billing*
- *Mediclaime*
- *Life Insurance*

6. News media relation

7. Patient care information system

8. Ethics and Laws

- *Written Informed consent*
- *Confidentiality*
- *Information which may be disclosed or not to disclose*

PAPER –IX: COMMUNICATION

- *Meaning and concept of Communication*
- *Process of Communication*
- *Purpose of Communication*

- *Barriers of Communication*
- *Effective Communication Process*
- *Interpersonal Communication*
- *Organizational Communication*
- *Media of Communication*
- *Counselling*
- *Communication in Health Care*

PAPER –X: PROJECT WORK and Viva-voce