

Training schedule of Medical Social Worker

Day of training	S.NO	Training Topics	Duration
Day 1	1.	CCS Conduct Rules/ leave rules /LTC / Disciplinary Procedure.	
	2.	HIS/Computer training/MSWord/ Excel/e-office/Equipment interface	
	3.	Soft skill training	
	4.	Prevention of Sexual Harassment at workplace	
	5.	Procedure of registration (OPD, IPD and Emergency)/eligibility/ESB/SST	
Day 2	1.	Information about the hospital	
	2.	Information about all the OPDs	
	3.	Grievance Handling Procedures and Suvidha Samagam, RTI ACT	
	4.	Information about AAA+ app	
	5.	Information about feedback forms	
	6.	Patient counseling	
	7.	HIV counseling	
Day 3	1.	BMW/Infection Control Practices	
	2.	NABH/NABL/Quality indicators	
	3.	Disaster Managementincluding fire drill	
	4.	Emergency codes(Seven)-Code Red, Blue, Grey, Pink, Black, Orange, Green	





