BROCHURE

IHAD-One is a tech-forward training program designed by Edzora Education to equip you with in-demand skills across three critical domains in modern healthcare: Medical Scribing, Medical Coding, and Hospital Administration.

IHAD-One blends academic rigour with real-world relevance. From mastering medical terminology and documentation standards to gaining hands-on proficiency in hospital systems and coding protocols, the program prepares you to thrive in healthcare settings across India and beyond. With integrated internship opportunities and multi-certification outcomes (IHAD, CPLoM, CHARM, Certified Documentation Assistant, Certificate in Medical Coding Essentials, Certificate by St. John Ambulance (India) Indian Red Cross Society, and DPMS™),

IHAD-One is your definitive launchpad into the evolving world of healthcare documentation and administration, provided to individuals who complete the programs mentioned below and have an additional 3 months of industrial exposure (internship, on-the-job training, or job).

1. **IHAD**

   IHAD is an undergraduate certificate equivalent to the First year of any Diploma / UG Program credited under NCrF (National Credits Framework) and NHEQF (National Higher Education Qualifications Framework) Level 4.5 Program with **30 UGC ABC Skill Credits** (UGC i.e. University Grants Commission and ABC i.e., Academic Bank of Credit). IHAD is a skill-india listed approved program under IIRDC-Skill university fee based scheme which is aligned to NHEQF (National Higher Education Qualifications Framework) under NCrF (National Credits Framework). IHAD is an IIRDC-NHEQF Certificate, jointly issued by IIRDC and an NCVET Awarding body (Skill University). The assessment and certification of the program are in accordance with the IIRDC Personnel Skill Certification Standards, along with the Skill Competency Assessment and Certification, jointly assessed by IIRDC and an NCVET Awarding Body (Skill University). Every student who completes IHAD can verify the certificate within the certificate verification portals of university and the **Ministry of Skill Development and Entrepreneurship, Government of India**. portal (www.skillindiadigital.gov.in).

   About National Credit Framework (NCrF)
   National Credit Framework, an integrated system introduced by the Government of India, is designed to standardise the assignment, accumulation, and transfer of academic credits across schools, higher education, and vocational training.

   About National Council for Vocational Education and Training (NCVET)
   NCVET is India's central regulatory authority for vocational education and skilling.

   About NHEQF
   NHEQF is a regulatory guideline established by the Government of India to define clear academic standards, learning outcomes, and quality benchmarks for higher education programs.

   About IIRDC
   The Institution of Industrial Research and Development Confederation (IIRDC) is an ISO/IEC 17024:2012, ISO 21001:2018, ISO 9001:2015, ISO 29993:2017, BS EN ISO 17637:2011 certified autonomous premier professional body, and personal certification authority incorporated under the Ministry of Corporate Affairs, Government of India, under Section 8 of the Indian Companies Act, 2013 (Special Status: The Indian government recognises Section 8 companies as having a distinct status). It intends to promote, monitor, govern, and regulate multidisciplinary research and development(R&D) and skill excellence by linking industry, institute and research organisations.

Specialities:

- Skill Certification recognized by the Ministry of Skill Development & Entrepreneurship.
- Delivered Through Skill India Training Centres Approved by IIRDC - Skill India Training Partner/ Project Management Unit (PMU).
- NSDC, NCVET, UGC, Skill India, University approved IIRDC-NCrF Credit Based Certification.

Why IHAD?

The IIRDC NCrF/IIRDC NHEQF certificate will be recognised as a skill qualification in various sectors.

1. Valid for state/central government, Private sector jobs where skill qualifications are allowed under IIRDC NSQF/IIRDC NHEQF.
2. National Academic Depository (NAD) enabled program
3. NSDC, NCVET, UGC, Skill India, University, NCrF approved IIRDC NCrF Certification
4. Partnered with Skill India by the Ministry of Skill Development and Entrepreneurship
5. IIRDC NCrF/ IIRDC NHEQF Certificates Issued in DigiLocker: Secure, government-authenticated verification.
6. Credits issued on ABC (Academic Bank of Credits) in Digilocker.
7. Global Attestation Eligibility.
8. IIRDC NHEQF/ NSQF is fully aligned with NCrF (National Credit Framework)
9. Recognition across universities: Acceptable by HEIs (Higher Education Institutions) that follow UGC guidelines.
10. Courses are mapped with industry competency standards, increasing job readiness.
11. Aligns with **NEP 2020** (National Education Policy) for multidisciplinary, flexible education.
12. Stackable learning: Can stack multiple level-based certificates towards a higher qualification.
13. Can be used to apply for government MSME schemes, subsidies, and loans (like Mudra, PMEGP) which ask for proof of technical training.
14. Helps learners get priority in Apprenticeship (NATS/NAPS) and Internship schemes under various ministries where skill qualifications are mandatory.

IHAD is provided to students who achieve the following in the examinations conducted by IIRDC and MSU (Skill University):

1. Language of Medicine: 80%
2. Professional English: 80%
3. Soft Skill Training: 80%
4. Medical Scribing Essentials: 80%
5. Medical Coding: 80%
6. Typing: 80%*
7. Hospital Administration: 80%

2. **CPLoM**

Certificate of Proficiency in the Language of Medicine is issued to students who score a minimum of 80% in the C-Test conducted by www.scribeaccred.com.

3. **CHARM** (Certificate in Hospital Administration, Regulations, and Management) by IIRDC.

4. **Certified Documentation Assistant**: This certificate is provided to students who have scored in the C-Test conducted by www.scribeaccred.com.as per below:

a. Professional English – 80%

b. Typing – 80%*

5. **Certificate in Medical Coding Essentials** is provided to students who have scored the C-Test conducted by Edzora Education as per below:

a. Language of Medicine – 80%

b. Medical Coding – 80%

c. Typing – 80%*

6. **Certificate by St. John Ambulance (India) Indian Red Cross Society**

St. John Ambulance (India) is a national federation of 36 State/UT Centres, 12 Railway Centres apart from over 600 Regional /District/Local Centres.

Key Activities of St. John Ambulance (India) Indian Red Cross Society:

a. First Aid, Home Nursing and allied training.
b. First Aid posts to provide First Aid services in large public congregations.
c. Provide ambulance services to transport casualties to hospitals.

7. **DPMS™** (Diploma Program in Medical Scribing) is provided to students who achieve the following certificates:
   a. CPLoM
   b. Certified Documentation Assistant by www.scribeaccred.com.
   c. Certificate in Medical Coding Essentials by www.scribeaccred.com.

*The Typing Proficiency score is based on two key performance indicators:
   a. Accuracy (% of correct characters) – 70% weightage
   b. Typing Speed (WPM) – 30% weightage

	Syllabus Outline	
	Subjects	**Class Hours**
1	**Language of Medicine** 1. Basic Word Structure 2. Terms pertaining to the body a whole 3. Prefixes & suffixes 4. Blood 5. Lymphatic and immune system 6. Digestive system 7. Cardiovascular system 8. Respiratory system 9. Urology 10. Reproductive system 11. Musculoskeletal system 12. Endocrine system 13. Nervous system 14. Dermatology 15. Eyes 16. Ear 17. Pharmacology 18. Oncology/radiology	165 Hours
2	**Professional English** 1. Listening and Speaking activity. 2. Speaking practice 3. How to ask basic questions 4. Writing journals 5. Importance of thinking in English 6. Word of the Day 7. Collocation of the Day 8. Proofreading exercises 9. Group Discussion 10. Reinforcement and Speaking Exercises 11. English Grammar (US) 12. Listening and Comprehension 13. Communicative English 14. Audio Visual Lab 15. Synopsis Writing 16. Essay Writing 17. Americanism 18. One-to-one feedback session	228 Hours
3	**Medical Scribing Essentials** 1. Introduction to Medical Scribing 2. Healthcare settings and the medical team 3. Documentation standards and practices 4. Acronyms to remember 5. Clinical documentation 6. Technology in medical scribing	9 Hours
4	**Soft Skills for Healthcare Professionals** 1. Communication Skills in a Hospital Setting 2. Professionalism and Work Ethics	12 Hours

	3. Stress Management & Emotional Intelligence 4. Conflict Resolution and Problem Solving 5. Grooming, Body Language & First Impressions 6. Time Management and Workplace Discipline 7. Interview Preparation	
5	**Hospital ERP Practice / Hospital Information Systems**	15 – 45 hours
6	**Medical Coding** **ICD** 1. Chapter 1: Certain infectious and parasitic diseases 2. Chapter 2: Neoplasms 3. Chapter 3: Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism 4. Chapter 4: Endocrine, nutritional and metabolic diseases 5. Chapter 5: Mental and behavioral disorders 6. Chapter 6: Diseases of the nervous system 7. Chapter 7: Diseases of the eye and adnexa 8. Chapter 8: Diseases of the ear and mastoid process 9. Chapter 9: Diseases of the circulatory system 10. Chapter 10: Diseases of the respiratory system 11. Chapter 11: Diseases of the digestive system 12. Chapter 12: Diseases of the skin and subcutaneous tissue 13. Chapter 13: Diseases of the musculoskeletal system and connective tissue 14. Chapter 14: Diseases of the genitourinary system 15. Chapter 15: Pregnancy, childbirth and the puerperium 16. Chapter 16: Certain conditions originating in the perinatal period 17. Chapter 17: Congenital malformations, deformations and chromosomal abnormalities 18. Chapter 18: Symptoms, signs and abnormal clinical and laboratory findings not elsewhere classified 19. Chapter 19: Injury, poisoning and certain other consequences of external causes 20. Chapter 20: External causes of morbidity and mortality 21. Chapter 21: Factors influencing health status and contact with health services 22. Chapter 22: Codes for special purposes **CPT** 23. Chapter 1: 00000-09999 - Anesthesia Services 24. Chapter 2: 10000-19999- Integumentary System 25. Chapter 3: 20000-29999 – Musculoskeletal System 26. Chapter 4: 30000-39999 – Respiratory, Cardiovascular, Hemic, and Lymphatic System 27. Chapter 5: 40000-49999 – Digestive System 28. Chapter 6: 50000-59999 – Urinary, Male Genital, Female Genital, Maternity Care, and Delivery System 29. Chapter 7: 60000-69999 – Endocrine, Nervous, Eye and Ocular Adnexa, Auditory System 30. Chapter 8: 70000-79999- Radiology Services 31. Chapter 9: 80000-89999 – Pathology and Laboratory Services 32. Chapter 10: 99202 – 99499 – Evaluation & Management Services 33. Chapter 11: 90281-99607 – Medicine	93 Hours

7	**Hospital Administration & Management**
	Module 1: Fundamentals of Healthcare Administration
	  Section 1.1: Overview of the Indian & International Healthcare System
	  Section 1.2: Hospital Departments & Organizational Structure
	  Section 1.3: Roles & Responsibilities of a Hospital Administrator
	  Section 1.4: Ethical & Legal Aspects in Healthcare
	  Section 1.5: NABH & JCI Accreditation Basics
	Module 2: Healthcare Compliance & Quality Management
	  Section 2.1: Healthcare Laws & Regulations in India
	  Section 2.2: Patient Rights & Safety Protocols
	  Section 2.3: NABH/NABL Accreditation Process
	  Section 2.4: Infection Control & Waste Management
	  Section 2.5: Risk Management in Healthcare Facilities
	  Section 2.6: Mock Compliance Audits & Case Studies
	Module 3: Health Information Management & Medical Records
	  Section 3.1: Medical Records Management
	  Section 3.2: Electronic Health Records & Hospital Management Systems
	  Section 3.3: Data Privacy & Security in Healthcare
	  Section 3.4: ICD & CPT Coding Basics
	  Section 3.5: Documentation Standards & Best Practices
	  Section 3.6: Case Study – Hospital Data Management
	Module 4: Healthcare Operations & Facility Management
	  Section 4.1: Hospital Workflow Optimization
		120 Hours

	Section 4.2: Inventory & Equipment Management	
	Section 4.3: Emergency & Disaster Management in Healthcare	
	Section 4.4: Infrastructure & Maintenance in Hospitals	
	Section 4.5: Case Studies – Hospital Operations Management	
	Section 4.6: Live Project – Hospital Facility Audit*	
	Module 5: Patient Relations & Customer Service	
	Section 5.1: Patient Communication & Counselling	
	Section 5.2: Managing Patient Grievances & Feedback	
	Section 5.3: Role of a Patient Relations Executive	
	Section 5.4: Soft Skills for Healthcare Administrators	
	Section 5.5: Role-Plays – Handling Patient Complaints	
	Section 5.6: Simulations on Crisis Communication	
	Module 6: Hospital Finance & Insurance Management	
	Section 6.1: Basics of Hospital Financial Management	
	Section 6.2: Revenue Cycle & Budgeting in Healthcare	
	Section 6.3: Medical Billing & Coding Practices	
	Section 6.4: Insurance & Claims Processing	
	Section 6.5: Case Study – Managing Hospital Revenue Cycle	
	Section 6.6: Live Project – Mock Insurance Claim Processing	
	Module 7: Human Resource Management in Healthcare	
	Section 7.1: HR Policies & Labor Laws in Hospitals	
	Section 7.2: Talent Acquisition & Employee Onboarding	
	Section 7.3: Staff Scheduling & Duty Rosters	
	Section 7.4: Performance Appraisal & Training	
	Section 7.5: Guest Lecture – HR Practices in Hospitals	
	Section 7.6: Mock Interview & CV Writing for Healthcare Jobs	
8	**Training by St. John Ambulance (India) Indian Red Cross Society**	16 Hours
9	**Typing**	150 Hours

IHAD-One in its totality features classroom training and a set of assessment tests by the certification bodies. Every student who registers at our institute shall be provided a unique student registration number utilizing which the students can follow-up regarding their program.

Accreditations, associations, approvals, certifications, and memberships of IIRDC:

Terms and Conditions

1. General Information and Program Delivery
   a. Accuracy and Changes to Information: We endeavor to ensure the accuracy of the information presented in this document. However, please note that details are subject to modification at any time without prior notice. While we commit to delivering the outlined program, we reserve the right to adjust the program's content and delivery, merge classes, or make other necessary changes as circumstances require.
   b. Program Details: The titles, descriptions, and content of subjects may be altered in accordance with our Company's guidelines.

2. Financial Obligations
   2.1. Payment Responsibility: It is the duty of the student to ensure that all fees and costs are paid promptly.
   2.2. Refund Policy: The refundability of various course fees is as follows:
        2.2.1. Application Fee, Registration Cost, and any other form of fee other than tuition fee are not refundable until unless the definitions regarding each of the same are fulfilled.
        2.2.2. Tuition Fee refunds are determined by the timing of withdrawal from the program:
               a. A refund of 50% is available if withdrawal occurs before classes start.
               b. A refund of 25% is granted if withdrawal happens within five days of classes starting.
               c. No refund will be provided under any other circumstances.
   2.3. Consequences of Non-Payment: Failure to pay fees by the specified due dates may lead to the student facing one or more of the below:
        2.3.1. Cancellation of program registration,
        2.3.2. Denial of website access,
        2.3.3. Restricted class and assessment participation,
        2.3.4. Inhibition of progression to further levels,
        2.3.5. Or all of the above.
   2.4. Additional Expenses: Students are responsible for their own travel, food, medical, health, and accommodation expenses.

3. Student Conduct and Responsibilities
   3.1. Admission Integrity: Admission offers may be revoked or registration terminated if it is discovered that the application contained false or misleading statements, or significant information was omitted or withheld.
   3.2. Facility Conduct: Students must not enter the training facility under the influence of alcohol or illegal drugs. Violation will result in immediate termination without compensation.
   3.3. Liability: We disclaim all liability for any loss, damage, or injury to students or their property at any time.
   3.4. Curriculum and Evaluation: The Allied Institutes have no role in developing curriculum, examinations, evaluations, or certification processes.
   3.5. Reporting Illegal Activities: Students are encouraged to report any illegal activities by students, faculty, or anyone to us.

3.6. Fee Regulations: The Institute may not impose any fees beyond those specified in the expenditure certificate, except for fines or penalties for student conduct violations.

3.7. Prohibition of Defamation: Students are prohibited from engaging in defamation against us.

4. Force Majeure

In case of events beyond our control - such as natural disasters, government regulations, pandemics, strikes, or other unforeseen circumstances Edzora Education and its Allied Institute reserves the right to reschedule, modify, or cancel classes, examinations, or related services without liability. We will make every reasonable effort to minimize disruption and keep students informed.

<u>To be filled in and signed by the Aspirant / Guardian only</u>

I have read and clearly understood this document's contents and was not misled by the Institute in any manner whatsoever. I was given ample time to read and comprehend the contents of this document before paying the registration cost.

Note: The approval and signature of an aspirant under 18 years of age shall not be considered valid. In that case, reading, comprehending, and signing this document by a guardian of an age not less than 18 years is mandatory before submitting this document.

Date: _____ / _____ / _____   Place: _____

Aspirant Name: _____

Signatory Name : _____ Signature:

Guardian's relationship with Aspirant: _____

To be filled in and signed by the Allied Institute Personnel only

Name: _____

Designation: _____

Institute Seal & Signature: