

INTERNSHIP PROGRAM SYLLABUS

HOSPITAL FRONT OFFICE MANAGEMENT (60 HOURS)

Title: Hospital Front Office Management
Duration: 60 Hours
Mode: Classroom
Target Group: Undergraduate Students (Non-Medical Background)

INTERNSHIP OBJECTIVES

- To introduce students to the structure and functioning of hospitals.
- To train them in front office reception, registration, and communication.
- To build professional etiquette, soft skills, and customer service attitude.
- To provide hands-on practice in record keeping and billing basics.
- To prepare them for entry-level roles in hospital administration.

MODULE-WISE SYLLABUS (60 HOURS)

Module 1: Introduction to Hospitals & Front Office (6 Hours)

- What is a hospital? Different types (government, private, specialty hospitals).
- Role of the front office in healthcare service.
- Basic hospital departments: OPD, IPD, Emergency, Diagnostics, Billing, Pharmacy.
- Importance of first impression at the reception desk.

Module 2: Reception & Patient Handling (10 Hours)

- Duties of a front office assistant.
- Greeting and guiding patients & visitors.
- Appointment scheduling (manual & computerized).
- Patient registration process (basic data entry).
- Directing patients to the correct department.

Module 3: Communication & Soft Skills (10 Hours)

- Importance of communication in hospitals.
- Verbal and non-verbal communication (tone, body language).
- Telephone etiquette (receiving calls, transferring calls, taking messages).
- Listening skills and polite responses.
- Handling nervous, upset, or angry patients with patience and empathy.
- Cross-cultural sensitivity in patient care.

Module 4: Record Keeping & Documentation (8 Hours)

- Basics of patient information forms (registration forms, feedback forms).
- Introduction to hospital records (no medical detail, just format understanding).
- Manual record keeping: registers, files.
- Introduction to digital systems: basic idea of Hospital Management Information System (HMIS).
- Confidentiality of patient data.

Module 5: Billing & Financial Basics (6 Hours)

- Simple overview of billing process.
- Preparing receipts and collecting payments.
- Common payment modes (cash, card, UPI).
- Introduction to health insurance & hospital tie-ups (very basic).
- Avoiding mistakes in billing.

Module 6: Customer Care & Service Excellence (8 Hours)

- Patient as a “customer” in healthcare.
- Building confidence, politeness, and empathy.
- Complaint handling – how to listen and solve issues.
- Collecting patient feedback for service improvement.
- Role of teamwork in hospital front office.

Module 7: Emergency & Safety Awareness (6 Hours)

- Front office role during emergencies (accident, critical patients).
- Coordinating with doctors/nurses quickly.
- Guiding families during stressful situations.
- Basic awareness of fire safety & evacuation procedures.
- Reporting incidents to senior staff.

Module 8: Practical Training & Role Play (6 Hours)

- Mock reception desk practice.
- Role play: patient reception, phone call handling, complaint management.
- Simulation of billing & registration process.
- Case study discussions of real hospital front office situations.
- Internship diary writing & reflection.

TEACHING METHODS

- ✓ Simple lectures with real-life examples.
- ✓ Demonstrations & role play.
- ✓ Mock front office desk practice.
- ✓ Group discussions & case studies.

EVALUATION

- (i) Class participation & attendance – 20%
- (ii) Practical activities (role play, mock desk) – 30%
- (iii) Case study / internship diary – 20%
- (iv) Final Viva / Presentation – 30%

LEARNING OUTCOMES

After completing this internship, students will be able to:

- *Understand the basic structure and functioning of hospital front office.*
- *Greet, guide, and assist patients and visitors confidently.*
- *Perform simple tasks like registration, guiding patients, and billing.*
- *Demonstrate good communication and professional behavior.*
- *Handle patient queries, complaints, and emergencies at a basic level.*

NOTE: This syllabus is simple, practical, and tailored to General students with no medical background, so they can learn skills useful for entry-level hospital administration jobs.