

**DETAILED SYLLABUS FOR THE POST OF
RECEPTIONIST
IN MEDICAL EDUCATION SERVICES**

(Category No: 003/2019)

1. **Social Work:** definition, meaning, purpose, goals and objectives; assumptions and functions of Social Work, scientific basis of Social Work - knowledge, tools, techniques, skills, and abilities of a Professional Social Work Practitioner and Principles of Social Work; **Social Group Work and Case Work:** Definition, characteristics, –objectives, scope, purpose, philosophy and Principles of social case work and social group work
2. **Social legislations and Human Rights:** Law and Indian Constitution a. Law: Concept of rule of law, law as an agent of social change, social control and social justice b. Indian Constitution: preamble, Fundamental Rights and Duties, Directive Principles of State policy. C. An over-view of Justice Systems: IPC, CPC, CrPC, FIR, types of offences, hierarchy of courts, procedures and formalities in the legal proceedings.
3. **Health and Mental Health:** Concept of health, dimensions of health, determinants of health, indicators of health; Diseases: Epidemiological Triad, Types of Diseases; Wellness; **Mental Health:** Characteristics of mental health, Factors contributing to mental health, Mental Status Examination; Common Mental disorders: Depression, Bipolar disorder, paranoia, schizophrenia and multiple personality disorder; Health Care: Different dimension of Health care; levels of health care and health care system; Primary Health care and community health: Characteristics of Primary health care, components of primary health care and community health.
4. **Medical Social Work** - Meaning, definition, importance of medical social work – historical development of medical social work in western countries and in India. Functions and Roles of medical social worker - Medical Social Work Care Plan – planning from intake until discharge, problems and prospects of medical social work in India, Case Recording, Medical ethics – issues and challenges (patient rights, confidentiality, informed consent); Team Work in Medical Social Work: Multidisciplinary approach, Rehabilitation in medical setting- Concept - Role of different professionals in team work - modalities of team work – factors essential for team work – Physical Medicine and Rehabilitation – physiotherapeutic approaches to rehabilitation & community based rehabilitation.
5. **Patient as a person/Assessment of the Factors involved in Disease:** Patient as a person: concept- social, life style and emotional factors involved in disease – hospitalisation and its implication for the patient and family - stigma - death and dying: grief & bereavement; reaction to terminal illness: Denial, Anger, Bargaining, Depression and Acceptance (DABDA); pain and palliation
6. **Human Growth and Development:** Characteristics of Development - Role of Heredity & Environment, Maturation and Learning; Theories of development -

Rober J Havighurst's Theory of Developmental Task. Pregnancy, Prenatal and Infancy: Characteristics, Developmental Tasks, Bio- psychosocial Changes and Hazards; Childhood Development:, Babyhood : Characteristics, developmental tasks, bio-psychosocial changes, hazards; Childhood (Early and Late): Characteristics, developmental tasks, bio-psychosocial changes, hazards; Puberty and Adolescence - Characteristics, developmental tasks, bio- psychosocial changes, hazards; Adulthood Development: Adulthood - Characteristics, developmental tasks, bio- psychosocial changes, hazards; Middle Age - Characteristics, developmental tasks, bio- psychosocial changes, hazards Old age - Characteristics, developmental tasks, bio- psychosocial changes, hazards; Stress in children and adults – types, causes and management. Role of counselling in stress management.

7. **Food and Nutrition:** Introduction to food science: Definition and classification of foods. Factors affecting food consumption, Functions of food; Cereals and cereal products, .Pulses or legumes: Wheat, Rice nutritive value and composition. Basic Nutrition: Nutrition, malnutrition, balanced diet. Basic five food groups, BMR, physical activity; Energy deficiency; Carbohydrates, Proteins and lipids Vitamins and minerals: Fats, nuts, vegetables and fruits: - Nutritive values, Vegetables and Fruits- Classification, composition and nutritive value. Effect of cooking on nutritive value of vegetables. Pigments in fruits and vegetables. Planning diets for various stages of the life cycle - infancy, pre-school and school going children, adolescent, old age, pregnancy and lactation. Normal diets, therapeutic diets for commonly found diseases, diabetics, hypertension, kidney and liver diseases.
8. **Introduction to Interior Design:** Importance and need of Interior decoration Design- Definition –classification -Types of Design, requirement of a good structural and decorative design; –Furniture choices, related to functions .Furnishings-Types of furnishing – Curtain styles; Flower Arrangement Different types & styles in flower arrangements - Method of preservation of flowers and foliage. Bouquet making; Light -Importance of good lighting, Types of lighting - Natural & Artificial lighting ,Importance of Natural Light for healthy environment; Steps in Management, Decision Making – Types and significance, steps, Time Management : Significance of time management. Time Schedule – definition, factors to be considered before making a time plan, steps in the preparation of a time schedule and evaluation of the time schedule. Tools in time management: peak load, work curve and time norm. Work simplification – definition, Mundells classes of change. Work simplification techniques - Pathway chart, process chart and Operation chart; Fatigue - Physiological and psychological, causative factors and alleviating techniques
9. **Communication-** definition, functions, elements and problems. Communication Methods- classification according to form and use, advantages and limitations of each method; Audio-visual aids: Place and role of audio-visual aids in Home Science teaching .Classification of audio-visual aids, cone of experience-merits and demerits. Factors guiding the selection and use of audio- visual aids: Recent trends in communication- ICT tools – print and electronic media, email internet. Uses of multimedia, mobile phone, video and teleconferencing, computer assisted instructions, web technology, tech talks and information kiosks.

10. **Duties and responsibilities of a Medical receptionist:** General Agency duties of a receptionist:- Customer service in hospitals, making appointments, inputting and updating patient information into the computer system. basic office skills: Medical offices, Patient policies, receive and deliver messages, process incoming and outgoing mail, receive calls from hospital labs, x-ray, take prescription, refill messages, schedule patient hospital admissions, file medical reports and insurance forms, pull patient charts, complete insurance and other forms, maintain the reception area Telephone Etiquettes, Machines, Equipment And Work Aides; Skills and personal qualities; Basic elements of Accounting.

NOTE: - It may be noted that apart from the topics detailed above, questions from other topics prescribed for the educational qualification of the post may appear in the question paper. There is no undertaking that all the topics above may be covered in the question paper.