Model Curriculum

QP Name: Pradhan Mantri Arogya Mitra

QP Code: HSS/Q6105

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 1.0

Healthcare Sector Skill Council || Healthcare Sector Skill Council,520, DLF Tower A, 5th Floor, Jasola District Centre, New Delhi – 110025

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Training Parameters

Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare Administration
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4419.9900
Minimum Educational Qualification and Experience	12th Class (Existing staff of healthcare facility with 1 year of experience)
Pre-Requisite License or Training	Basic Computer Knowledge
Minimum Job Entry Age	18 Years
Last Reviewed On	16/12/2020
Next Review Date	31/12/2024
NSQC Approval Date	29/07/2021
QP Version	2.0
Model Curriculum Creation Date	16/12/2020
Model Curriculum Valid Up to Date	31/12/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	45 Hrs.
Maximum Duration of the Course	45 Hrs.

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Act as the first point of contact for beneficiaries of AB PM-JAY: *Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna* at Empanelled Health Care Provider (EHCP).
- Provide information about the overall benefits under AB PM-JAY and about receiving prompt treatment at EHCP to beneficiaries.
- Check eligibility and verify patients/beneficiaries for AB PM-JAY using Beneficiary Identification System (BIS) Portal.
- Submit registration, pre-authorization and claims requests and facilitate cashless service for PM-JAY beneficiaries at hospitals using Transaction Management System (TMS) Portal.
- Use computers, electronic and related equipment for carrying out various activities related to AB PM-JAY.
- Maintain a safe, healthy, and secure working environment.
- Follow biomedical waste disposal and infection control policies and procedures in the healthcare organization.
- Maintain interpersonal relationships with co-workers, patients, and their family members.
- Maintain professional and medico-legal conduct in accordance with legislation, protocols and guidelines set up by the relevant authorities.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
HSS/N6131: Provide relevant AB PM-JAY information to others NOS Version No. 1.0 NSQF level 4	**03:00**	**01:00**	**00:00**	**00:00**	**04:00**
Module 1: Introduction to AB PM-JAY	02:00	00:00	00:00	00:00	02:00

Module 2: Raise awareness, and provide information on AB PM-JAY	01:00	01:00	00:00	00:00	02:00
HSS/N6130: Prepare for AB PM-JAY help desk operations NOS Version No. 1.0 NSQF level 4	**01:00**	**03:00**	**00:00**	**00:00**	**04:00**
Module 3: Help desk operations	01:00	03:00	00:00	00:00	04:00
HSS/N6120: Use computers and other electronic equipment required for carrying out activities related to AB PM-JAY operations NOS Version No. 2.0 NSQF level 4	**02:00**	**03:00**	**00:00**	**00:00**	**05:00**
Module 4: Basic usage of computer and other electronic equipment	02:00	03:00	00:00	00:00	05:00
HSS/N6132: Check eligibility and verify patients / beneficiaries for AB PM-JAY NOS Version No. 1.0 NSQF level 4	**03:00**	**05:00**	**00:00**	**00:00**	**08:00**
Module 5: Usage Beneficiary Identification System (BIS) Portal	03:00	05:00	00:00	00:00	08:00
HSS/N6133: Carry out process related to Transaction Management System (TMS) NOS Version No. 1.0 NSQF level 4	**03:00**	**05:00**	**00:00**	**00:00**	**08:00**
Module 6: Introduction to Transaction Management System (TMS) Portal	03:00	05:00	00:00	00:00	08:00
HSS/N9625: Maintain interpersonal relationships and professional conduct NOS Version No. 1.0 NSQF level 4	**02:00**	**03:00**	**00:00**	**00:00**	**05:00**
Module 7: Interpersonal relationship with patients, colleagues, and others	01:00	02:00	00:00	00:00	03:00

Module 8: Professional standards of grooming and conduct	01:00	01:00	00:00	00:00	02:00
HSS/N9624: Maintain a safe and secure working environment **NOS Version 1.0** **NSQF Level 4**	**02:00**	**05:00**	**00:00**	**00:00**	**07:00**
Module 9: Safety, emergency medical response and first aid	02:00	05:00	00:00	00:00	07:00
HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies **NOS Version 1.0** **NSQF Level 4**	**03:00**	**01:00**	**00:00**	**00:00**	**04:00**
Module 10: Bio-medical waste management	01:00	01:00	00:00	00:00	02:00
Module 11: Infection control policies and procedures	02:00	00:00	00:00	00:00	02:00
Total Duration	**19:00**	**26:00**	**00:00**	**00:00**	**45:00**

Module Details

Module 1: Introduction to AB PM-JAY
Mapped to: HSS/N6131, v1.0

Terminal Outcomes:

- Explain the scheme AB PM-JAY and its purpose.
- Explain the policies and procedures related to AB PM-JAY.
- List the key stakeholders in the AB PM-JAY and describe their role and responsibilities.

Duration: *02:00*	Duration: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss about the healthcare delivery system in India at primary, secondary, tertiary, and quaternary level. - Explain the purpose and provisions of AB PM-JAY. - Describe the various Health Benefit Package comes under in AB PM-JAY scheme and its significance. - Discuss the role of key stakeholders and organizations in AB PM-JAY. - Explain how AB PM-JAY is implemented. - Explain state specific schemes and guidelines under the Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB PM-JAY).	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam	
Tools, Equipment and Other Requirements	
Pamphlets/Brochures available through National Health Authority about scheme details	

Module 2: Raise awareness, and provide information on AB PM-JAY
Mapped to: HSS/N6131, v1.0

Terminal Outcomes:

- Provide information to eligible patients/beneficiaries and their representatives.
- Assess the suitability of a patient for AB PM-JAY.
- Inform patients and target beneficiaries about the benefits of AB PM-JAY.

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- State the patient's eligibility criteria for AB PM-JAY. - Explain registration, pre-authorization, claim and grievance procedures to the beneficiaries. - Discuss the importance of language appropriate and visual indicators pamphlets/flyers or other documented information for beneficiaries on AB PM-JAY. - Explain feedback and grievance procedures available to patients/beneficiaries related to AB PM-JAY.	- Enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for AB PM-JAY in a mock set up. - Demonstrate appropriate communication skills while handling patients or relatives visiting Ayushman Bharat Desk for services.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam	
Tools, Equipment and Other Requirements	
Pamphlets/Brochures available through National Health Authority	

Module 3: Help desk operations
Mapped to: HSS/N6130, v1.0

Terminal Outcomes:

- Describe the basic set up of AB PM-JAY kiosk.
- Identify and use workflow order, sequence, and other guiding factors for determining placement.

Duration: *01:00*	Duration: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss how AB PM-JAY kiosk can bridge the information gap between beneficiary and scheme. - List the equipment and supplies that should be available at kiosk. - Describe the steps involved in shift handover/takeover procedure. - Discuss the Information Education and Communication (IEC) policy defined by National Health Authority (NHA).	- Demonstrate the process of setting up AB PM-JAY kiosk and along with the required documents, equipment, etc. - Demonstrate the process of testing equipment such as computer, printer, internet (modem), scanner, digital camera, webcam, etc.) for optimal functionality.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam	
Tools, Equipment and Other Requirements	
Visit to Healthcare facilities/Kiosk of AB PM-JAY for field assignment	

Module 4: Basic usage of computer and other electronic equipment
Mapped to: HSS/N6120, v2.0

Terminal Outcomes:

- Demonstrate the use of computers using internet operations and other related equipment.

Duration: *02:00*	Duration: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Identify the principal components of a computer system. - Discuss the fundamentals of software and hardware components and their functions. - Describe different forms of data and the formats on which the data can be captured- images, numbers, text, audio, video, etc. - Explain the relevance of accessing data and information as per authorised privileges. - Discuss the basics of cyber security and the ways to protect data. - List the various electronic equipment like phone, digital camera, photocopier, printer, and scanner used to capture/collect data. - Explain about file transfer protocols. - Explain about electrical safety precautions while using the computer, scanner, printer, etc.	- Demonstrate the process of starting a computer, data entry, taking backups, saving, and retrieving the files, maintaining, and changing network connectivity process. - Demonstrate the process of creating files on a computer and saving them. - Demonstrate the process of installing and connecting printer/scanner/web cam. - Use the internet to seek relevant information related to AB PM- JAY scheme. - Prepare sample reports and documents of patients' details using word processing software and spreadsheets. - Demonstrate the use of basic image editing tools such as adjusting brightness, colour, contrast, cropping, etc. - Demonstrate the use of phone, digital camera, photocopier, printer, and scanner to store and retrieve patient data.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam.	
Tools, Equipment and Other Requirements	
Computer with internet facility and latest version of software.	

Module 5: Using Beneficiary Identification System (BIS) Portal
Mapped to: HSS/N6132, v1.0

Terminal Outcomes:

- Demonstrate the use of Beneficiary Identification System (BIS) portal.
- Use the BIS portal to check a patient's eligibility for AB PM-JAY benefits.

Duration: *03:00*	Duration: *05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe Beneficiary Information System (BIS). - Describe eligibility criteria of beneficiary to enroll for AB PM-JAY. - Explain the login process into the Beneficiary Identification System for PMAM. - List the documents that can be used to validate a patient's records on the BIS portal. - Explain the process of identifying the eligibility of a family for AB PM-JAY benefits and initiate verification on Beneficiary Identification System (BIS) portal. - Explain the processes involved in verification of submitted documents and reasons for rejection. - Explain status verification in BIS Portal. - Explain PM-JAY e-card.	- Demonstrate the process of accessing BIS web portal using given log in credentials. - Demonstrate the process of searching for beneficiaries on the BIS portal. - Check for registration of the patient using various parameters with demo login. - Use the demo login to scan and upload and photograph and relevant document on the portal in the relevant sections. - Demonstrate how to take the photograph of a patient/ beneficiary using a digital camera or a Webcam. - Evaluate the documents to check the eligibility status of a patient/beneficiary in the BIS portal using demo login. - Draw a sample PM-JAY e-card.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam.	
Tools, Equipment and Other Requirements	
Computers with software with demo link about BIS Pamphlets/Brochures available through National Health Authority regarding BIS	

Module 6: Introduction to Transaction Management System (TMS) Portal
Mapped to: HSS/N6133, v1.0

Terminal Outcomes:

- Demonstrate the use of Transaction Management System (TMS) portal.
- Report any irregularity or inadequacy noticed to the concerned supervisors.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe Transaction Management System (TMS). - Explain the process of patient/ beneficiaries' registration on the TMS portal as per AB PM-JAY guidelines. - Discuss the process of generating patient IDs and registration documents on the TMS portal. - Explain the pre-authorization process of beneficiary registration. - Describe how to generate registration status responses. - Explain the different ways to communicate the status of pre-authorizing panel doctor's (PPD) decision to the individual. - Explain the process of verifying documents submitted at the time of claim submission. - Explain the steps of reimbursement claim submission. - Explain the process of generating request for duplicate card on TMS portal in case of loss or damage of e-card. - Explain the process of escalating concerns to Grievance Redressal Committee directly or through state nodal officer.	- Demonstrate how to login and register patient details accurately in the designated field through demo login. - Prepare sample documents required for upload on TMS portal. - Demonstrate how to scan and upload documents on the TMS portal. - Demonstrate the process of admission and check the availability of bed for patient in coordination with the empaneled health care provider through a role play. - Evaluate and verify a sample discharge summary of a patient to extract required information. - Prepare sample documents to track and report refund of any investigation amount collected in contravention of AB PM-JAY guidelines. - Demonstrate through a role play for providing status update regarding registration, authorization, or claim.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam.	
Tools, Equipment and Other Requirements	
Computers with demo link of TMS Pamphlets/Brochures available through National Health Authority regarding TMS details	

Module 7: Interpersonal relationship with patients, colleagues, and others
Mapped to: HSS/N9625, v1.0

Terminal Outcomes:

- Communicate effectively with beneficiaries, physicians, and other officials.
- Organize and prioritize work to complete assignments on time.
- Adhere to organizational code of conduct while handling conflicts.

Duration: *01:00*	Duration: *02:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of effective communication with patients, relatives, and colleagues without using jargons and colloquial terms. • Describe the attributes of a team player. • Discuss about confidentiality and privacy practices related to patient's information. • Discuss the importance of teamwork. • Explain work ethics in the hospital set up. • Define rapidly changing situations. • Discuss about the importance of following rules and policies of organization for maintaining code of conduct and scope of work.	• Apply guidelines related to usage of technical terms to ensure effective communication. • Apply time management skills during daily activities. • Demonstrate the use of reading and writing skills during written communication. • Demonstrate problem solving and decision-making skills in different situations. • Demonstrate skills of teamwork and work prioritization in different team activities. • Apply effective patient-centric approach while delivering services. • Demonstrate basic telephone and email etiquettes. • Apply the analytical skills to complete the reports with the information gathered from observation, experience, reasoning, or communication.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Case studies and demonstrative videos on teamwork, group dynamics	

Module 8: Professional standards of grooming and conduct
Mapped to: HSS/N9625, v1.0

Terminal Outcomes:

- Display appropriate professional appearance for the workplace.
- Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible.

Duration: _01:00_	Duration: _01:00_
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the importance of Professional appearance: clean uniform, neat and combed hair, polished footwear, well-manicured nails, etc. - Explain about importance of wearing masks and head gear in sensitive areas. - Explain the steps of hand washing.	- Demonstrate hand washing technique. - List various Personal Protective Equipment's (PPE).
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Visit to Healthcare facilities/Kiosk of AB PM-JAY for field assignment	

Module 9: Safety, emergency medical response and first aid
Mapped to: HSS/N9624, v1.0

Terminal Outcomes:

- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required.
- Respond to institutional emergencies appropriately.

Duration: *02:00*	Duration: *05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the basics of first aid. - List the precautions to be taken for personal safety. - Discuss how to perform Basic Life Support (BLS). - Explain the use of protective devices such as restraints and safety devices. - Identify precautions to be taken for self-safety. - List the hospital emergency codes and their significance. - Explain about disaster management techniques to deal with institutional emergencies. - Discuss about the escalation matrix for referral and management of common emergencies.	- Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency. - Create a chart depicting different types of protective devices such as restraints and safety devices. - Create a flow chart depicting common emergency situations and its referral mechanism.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

Module 10: Bio-medical waste management
Mapped to: HSS/N9620, v1.0

Terminal Outcomes:

- Dispose different types of biomedical waste in appropriate colour codedbins/containers.
- Apply local guidelines of biomedical waste disposal system during daily activities.

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Categorize the different types of biomedical waste. - Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of bio-medical waste. - Explain the importance of following local guidelines of biomedical waste disposal.	Create a chart depicting different types of biomedical waste and various types of color coded bins/containers used for disposal of biomedical waste.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Different coded color bins, chart for color coding of bins	

Module 11: Infection control policies and procedures
Mapped to: HSS/N9620, v1.0

Terminal Outcomes:

- Develop techniques of self-hygiene.
- Apply infection control policies and procedures during daily activities.

Duration: 02:00	Duration: 00:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the concept of healthy living. - Describe the importance of infection control and prevention. - List strategies for preventing transmission of pathogenic organisms. - Describe about hand-hygiene guidelines. - Explain the importance of using Personal Protective Equipment (PPE).	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Hypochlorite solution, chlorhexidine, alcohol swab, apron, lab coat, gloves, mask, cap, shoes, safety goggles and spectacles, towels, cotton, isopropyl alcohol, disposable cartridge and syringes, spill kit.	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Special ization*	
Graduate	Any Discipline	3	Preferably experience in a Healthcare Insurance or Hospital Management/Administration.	1		Computer proficiency

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Pradhan Mantri Arogya Mitra" mapped to QP: "HSS/Q6105 v2.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601" with minimum score of 80%.

Assessor Requirements

Assessor Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience	Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any Discipline	5	Preferably experience in a Healthcare Insurance or Hospital Management/Administration.	1		Computer proficiency

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: ""Pradhan Mantri Arogya Mitra" mapped to QP: "HSS/Q6105 v2.0" with minimum score of 80%.	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" with minimum score of 80%.

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) from National Health Authority (NHA) or hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirementetc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipmentetc.

3. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

  i.   True / False Statements
 ii.   Multiple Choice Questions
iii.   Matching Type Questions.
 iv.   Fill in the blanks
  v.   Scenario based Questions
 vi.   Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

1) Guidance regarding NSQF
2) Qualification Pack Structure
3) Guidance for the assessor to conduct theory, practical and viva assessments
4) Guidance for trainees to be given by assessor before the start of the assessments.
5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
6) Viva guidance for uniformity and consistency across the batch.
7) Mock assessments
8) Sample question paper and practical demonstration

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
AB PM-JAY	Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana
PMAM	Pradhan Mantri Arogya Mitra
NHA	National Health Authority
BIS	Beneficiary Identification System
TMS	Transaction Management System
SECC	Socio-Economic Caste Census
OTP	One Time Password
IT	Information Technology
OPD	Outpatient department
ID	Identity
PPE	Personal Protective Equipment