

**Internship**  
**at**  
**Narayan Hospital, Barasat**  
**Narayan Hrudayala Ltd.**

Report submitted to

The IIHMR University, Jaipur



for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

Subrata

Academic year : 2019 - 2021

## **Internship Report**

### **Introduction:**

It is immense pleasure of mine to join Narayana Health as Executive – Electronic Medical Records at Narayana Hospital, Barasat (Managed by Narayana Hrudayalaya Ltd.). I have joined organization on 2nd April 2021. The purpose of job is to support in the functioning of the EMR department by providing clinical co-ordination and implementation of EMR (Electronic Medical Record). And to ensure that all clinical / non-clinical protocols are followed as per hospital / accreditation bodies.

Throughout the internship, I have also learnt many things about Narayana Health Organization culture whose benefits are far beyond what I could learn in a normal project.

### **Objectives of Internship:**

To understand organization profile, culture, and value system.

To understand the business model of organization.

To familiarize all the department process flow, staff and equipment used in them.

To observe various protocols followed in the organization.

Overseeing the performance of administrative staff as well as assisting them to perform their responsibilities.

**Organizational Profile:**

Narayana Health (NH) is headquartered in Bengaluru, India, and operates a network of hospitals across the country, with a particularly strong presence in the southern state of Karnataka and eastern India, as well as an emerging presence in northern, western, and central India. Narayana Health grown to 21 Hospitals + 1 Cayman Islands and 6 heart centers, 19 primary care facilities across India and an international hospital in the Cayman Islands.

**NH Mission-**

Narayana Health (NH) mission is to deliver high quality, affordable healthcare services to the broader population in India. NH core values are represented by the acronym "iCare", which encompasses innovation and efficiency, Compassionate care, Accountability, Respect for all, and Excellence as a culture.

**Accreditation-**

Narayana Health adheres to national and international standards for healthcare; 19 hospitals are NABH accredited and 2 are JCI accredited (Narayana Institute of Cardiac Sciences, Bangalore- India and Health City Cayman Islands)

**CSR Policy-**

NH aims to make a positive difference in the lives of the people by engaging in activities that eliminate or alleviates pain and suffering to the underprivileged sections of the society.

**Services Provided by Organization:**

Narayana health (NH) provide advanced levels of care in over 30 specialties, including Cardiology and Cardiac Surgery, Cancer Care, Neurology and Neurosurgery, Orthopedics, Nephrology and Urology, and Gastroenterology. Out-patient consultations are provided in video consultation mode also.

## **Key Activities/ Projects Undertaken Other than Dissertation:**

### **EMR management-**

- Training of users– consultants, junior doctors, nursing staff, pharmacists, and technicians.
- To new joiners/users – Introduced EMR, created their relevant configurations with IT support and provided product demo.
- Trained users about potential uses of the existing product.
- New functionalities - Provided orientation to the users for new functionalities that gets implemented in each version / product upgrade (e.g., Discharge Summary edit/signoff, IVR call to family members, Investigation result trend, CIMS clinical decision support system and its features, etc.).
- Data tracking and management for every roll out; measuring and reporting key milestones on EMR adoption and focused on improving the adoption rate.

### **Collaborative Responsivity-**

- Reported the bug to central EMR team, performed user acceptance testing once resolved and get the end user sign off.
- Understood the complexities of IP environment and the unique / specific requirements of the unit and plan a smooth roll out to improve the acceptance of all stakeholders.
- Understood new end user requirements, prioritize, and communicate to the central EMR team through proper documentation.

### **Other Responsibilities-**

In addition to the above, was proactive in taking up any additional responsibility, clinical or nonclinical on a need basis as and when such situation arises.

**Table 1: *Daily Activities During Internship-***

| Date          | Daily Task Report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 02 April 2021 | Orientation by HR and Mr. Sachin about different department and EMR Operation across Hospital.<br>Read Manual of EMR, ATHMA, and AADI.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 03 April 2021 | Analysis of Business Intelligent (BI) data of last 3 month for better understanding of the EMR adoption.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 05 April 2021 | Made a report of the EMR BI data analysis department and Doctor wise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 06 April 2021 | Advanced Training Hospital Management Application (ATHMA) Practice.<br>AADI Demonstration to me by Sachin Sir.<br>Observation at Registration & Billing, Nursing Station, and Pharmacy.<br>Meet these Doctors (Dr. Chandra Sekhar Patro, Dr. Manik Lal Thakur, Dr. Seshadri Sen, Dr. Vikash Maskara) to Introduce and knowing their issues of EMR.                                                                                                                                                                                                         |
| 07 April 2021 | Tracked a Patients journey From Billing to Nursing to Consultation Room.<br>Resolved Dr. Prabir Basu's (Urology) EMR issue with Prescription. The issue was that he was not able to see previous prescription after opening Patient chart, some other Doctor's prescription was showing, because he did not click on relevant date of the prescription. Then issue was resolved by Sachin Sir & Me.                                                                                                                                                        |
| 08 April 2021 | Training on different module to me by Sachin Sir.<br>Training practice of EMR for 1,3, and 5-min pitch to Doctors.<br>Observation at OPD billing station.<br>Meet with Dr. Prabir Basu to understand his issue with AADI, recent inpatient list was showing by delay. also resolve his previous issue by giving him demonstration on EMR system.<br>Resolved an EMR issue with Dr. Dhole he was not able to copy previous consultation note, because MRN no was different for same patient, then we resolved by copying protocol from the previous MRN No. |

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| 09 April 2021 | <p>Analysis of EMR Usage report of 7th &amp; 8th April.</p> <p>Training Practice of AADI Application to give the demo to Sachin sir.</p> <p>Observation at OPD Billing and Nursing station, given instruction at Nursing station for not missing any patients vital record as few of the patients' vitals are missing from 7th and 8th April.</p> <p>Understood EMR issues from Issue Tracker for better understanding of issues.</p> <p>Done work on Service analysis Report of March to find the billing time with Sachin Sir.</p>                                                                                                                             |
| 10 April 2021 | <p>AADI features understood .</p> <p>Service Analysis Report is done to find waiting time at Billing with Sachin Sir, and shared with Subhendu Sir.</p> <p>Solved Dr. Indranil Biswas issue with system opening by delay, resolved after coordinating with IT team.</p> <p>Meet Dr. Mukul to understand his issue, he was not able to login into the system, was asking for renew the password then resolved the issue coordinating with IT team.</p> <p>Resolved Dr. Saptaparni Gupta's login Issue, coordinating with IT team.</p> <p>Observation at OPD for better understanding of the patient flow.</p> <p>Analysis of Daily usage report of 9th April.</p> |
| 12 April 2021 | <p>Initiated Dr. Sanjib Chowdhury's service request to add his Registration No. In E-prescriptions.</p> <p>Practice and Revisions of Different Module of ATHMA, AADI.</p> <p>Prepared a report on All the learning and solved Issues till now.</p> <p>Discussed in the Meeting with Manager Hemasai Sir.</p> <p>OPD observation specially at Nursing Station.</p> <p>Analysis of Daily EMR usage 10<sup>th</sup> April.</p>                                                                                                                                                                                                                                      |
| 13 April 2021 | <p>Raised ticket for Dr. Sanjib Chowdhury service request to add his Registration No. In Patient's E-prescriptions.</p> <p>Screened of all the Doctors Signature on E- Prescription of Barasat unit and shortlisted those are not properly visible for updating their Signature on E- Prescription.</p> <p>Meet Dr. Abhradip, Dr. Vikash Maskara, Dr. Sanyal Sougata for their Signature to update in E-prescription.</p> <p>Analysis of EMR Usage report- 12th April.</p> <p>Meet Dr. Dhole to understand his issue with printing.</p>                                                                                                                          |

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| 14 April 2021 | <p>Analysis of daily usage report of 13th April.</p> <p>Raise Ticket for Dr. Dhole issue with Printing, page is not been fully utilized during printing process.</p> <p>Raised ticket for Myself to be added in the BRS Outlook Group.</p> <p>Did research on Indian healthcare for better understanding.</p> <p>Resolved Dr. Prabir Basu issue, discharge summary option was not available for one of the IP patients.</p> <p>Meet Dr. Amit Dey for his signature to update on E-prescription.</p>                                  |
| 15 April 2021 | <p>Analysis of daily usage report of 14th April.</p> <p>Resolved issue with desktop not working in dental OPD, coordinating with IT team,</p> <p>Meet Dr. Indranil for his signature to update on E- Prescription,</p> <p>Raised ticket for Signature update of Dr. Abhradip Das, Dr. Amit Dey, Dr. Dhole, Dr. Sanyal, Dr. Indranil, and Dr. Vikash Maskara.</p> <p>Follow up with IT team &amp; HR department to resolve service request by Dr. Sanjib Chowdhury.</p>                                                               |
| 16 April 2021 | <p>Analysis of daily usage report of 15th April.</p> <p>Follow up with IT team for updating doctors' signature on E-prescriptions.</p> <p>Prepared a report for EMR Team Meeting of all the achievement and issues in Barasat Unit.</p> <p>EMR team meeting with all Unit members, and Seniors.</p> <p>Meet Dr. Sikdar for his signature update.</p> <p>Meet Dr. Sougata for follow up of his service request.</p> <p>Screened all the consultants updated signature on E-prescription, found all of them are clear and correct.</p> |
| 17 April 2021 | <p>Analysis of daily usage report of 16th April.</p> <p>Did screening of past 15 days E-prescriptions, 5 prescription each Consultant for checking whether they are filling the required widgets or not, found there are three categories of consultant-</p> <ol style="list-style-type: none"> <li>1. Regular users</li> <li>2. Intermittent Users</li> <li>3. Non- Users</li> </ol>                                                                                                                                                |
| 19 April 2021 | <p>Analysis of daily usage report of 17th April.</p> <p>Analysis of Time Motion Data from billing to vital desk to consultation room.</p> <p>Meet Dr. Manik Lal Thakur, and Dr. Alakananda Debnath for Introduce and knowing their issues of EMR.</p> <p>Meet Dr. Arunansu Dhole for resolving his issue with printing.</p>                                                                                                                                                                                                          |

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| 20 April 2021 | <p>Analysis of daily usage report of 19th April.</p> <p>Further Analysis of time motion data.</p> <p>Meet ECHO staff and ask them to put ECHO reports in ATHMA.</p> <p>Meet Dr. Arunansu Dhole and follow up with IT team to resolve previous issue with printing.</p>                                                                                                                   |
| 21 April 2021 | <p>Analysis of EMR usage report of 20th April.</p> <p>Further Analysis and of the Time Motion Data.</p> <p>Follow up with IT Team to resolve an issue with printing not utilizing space properly.</p> <p>Initiated Service request of Dr. Sougata Sanyal to add his registration No. in Patients E-prescription.</p>                                                                     |
| 22 April 2021 | Casual Leave.                                                                                                                                                                                                                                                                                                                                                                            |
| 23 April 2021 | <p>Analysis of EMR usage report of 21 &amp; 22 April.</p> <p>Raised Ticket for Dr. Sougata Sanyal to add his registration No. in Patients E-prescription.</p> <p>Analysis of Time Motion Data.</p> <p>Meet Dr. Urmila Das for Introducing and Understand Issues with EMR.</p>                                                                                                            |
| 24 April 2021 | <p>Analysis of EMR usage report of 23rd April.</p> <p>Follow up with HR &amp; IT team for Dr. Sanyal service request.</p> <p>Further Analysis of Time Motion Data.</p> <p>Meet Dr. Sujit Sarkar for introducing and understand issues with EMR.</p> <p>Raised ticket for Mr. Netai Das, ECHO Technician to resolve his issue with EMR, not been able to upload ECHO report at ATHMA.</p> |
| 26 April 2021 | <p>Analysis of EMR usage report of 24th April.</p> <p>Follow up with IT team and Mr. Netai to resolve his issue with ECHO Report.</p> <p>Follow up with IT team for Dr. Sanyal service request.</p> <p>Started reviewing literatures for Dissertation Concept Note.</p>                                                                                                                  |
| 27 April 2021 | <p>Analysis of EMR usage report of 26th April.</p> <p>Follow up with Mr. Netai, ECHO for resolving issue with EMR.</p> <p>Follow up with IT regarding Dr. Sanyal service request. Reviewed literature for Dissertation.</p> <p>Initiated Dr. Amit Dey service request to resolve VC slot duration.</p>                                                                                   |

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| 28 April 2021 | <p>Analysis of EMR usage report of 27th April.</p> <p>Follow up with Dr. Amit to resolve issue regarding VC slot.</p> <p>Follow up with Mr. Netai for confirmation and reopened the ticket to resolve his issue.</p> <p>EMR- East Zone Review meeting with Hemasai Sir, Sreenivasan and other team members.</p>                                                                                                                                                                                                                                                                                   |
| 29 April 2021 | <p>Analysis of EMR usage report- 28th April.</p> <p>Follow up with MR. Avijit &amp; Susmita to resolve VC slot issue with Dr. Amit.</p> <p>Planning for next 15 days, based on consultant wise EMR usage analysis from 1- 28 April and screening of E- prescription.</p> <p>Meet Mr. Netai, ECHO for assisting him with Report upload.</p> <p>Assisted at Billing counter to recreate VC slot for Dr. Amit Dey, and meet him for confirmation of the resolved VC slot issue.</p>                                                                                                                  |
| 30 April 2021 | <p>Analysis of EMR usage report- 29th April.</p> <p>Reviewed research article for dissertation preparation.</p> <p>Follow up with IT team and Billing Counter to resolve VC slot issue with Dr. Vikash Maskara.</p> <p>Raised ticket for Dr. Seshadri Sen issue with AADI, not able to SignOff Discharge Summery.</p>                                                                                                                                                                                                                                                                             |
| 01 May 2021   | <p>Analysis of EMR usage report- 30th April.</p> <p>Resolved VC slot issue with Dr. Vikash Maskara and Dr. Amit Dey, No. of VC slot increased to six/ hour.</p> <p>Follow Up with IT team and Mr. Surajit to resolve AADI SignOff issue with Discharge summery.</p> <p>Meet Dr. Urmila Das for signature to update on E-prescription and understand issue with EMR.</p>                                                                                                                                                                                                                           |
| 03 May 2021   | <p>Analysis of EMR usage report- 1st May.</p> <p>Screening of VC slot on NH care app, found issue with 6 consultants, and follow up with Billing counter for resolving the same.</p> <p>Raised ticket and resolved Dr. Sanyal Issue with Designation not appearing on Discharge summery.</p> <p>Meet Dr. Amit Dey for follow up regarding resolved VC slot issue.</p> <p>Meet Dr. Auriom kaur for signature to update on E-prescription, also to understand his issue for not using EMR.</p> <p>Raised ticket for updating Signature on E-prescription of Dr. Auriom Kaur and Dr. Urmila Das.</p> |

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| 04 May 2021 | <p>Analysis of EMR usage report- 3rd May.</p> <p>Meet Dr. Manik Kataruka for Introducing and understanding issue with EMR.</p> <p>Resolved VC slot issue with Dr. Bismay Kumar, Dr. Jai Chowdhury, Dr. Urmila Das, Dr. Swarup Paul, Dr. Sunil Kumar, Dr. Prabir Basu, Dr. Mukul, Dr. Trinajan Ash, Coordinating with billing counter.</p> <p>Follow up with IT team regarding signature update on E-prescription of Dr. Auriom Kaur and Dr. Urmila Das.</p> |
| 06 May 2021 | <p>Analysis of EMR usage report- 4th &amp; 5th May.</p> <p>Reviewed literature for Dissertation preparation.</p> <p>Follow up with Mr. Surajit to resolve Consultant's issue with AADI discharge summery SignOff.</p> <p>Meet Dr. Swarup Paul for introducing and understanding issue with EMR.</p>                                                                                                                                                         |
| 07 May 2021 | <p>Analysis of EMR usage report- 6th May.</p> <p>Meet Dr. Auriom Kaur for understanding issue and assisted him with EMR.</p> <p>Reviewed literature for Dissertation preparation.</p> <p>Meet Dr. Jai Chowdhury for introducing and Understanding issue with EMR.</p> <p>Raised ticket for Dr. Ananya das to resolved VC slot issue.</p>                                                                                                                    |
| 08 May 2021 | <p>Analysis of EMR usage report- 7th May.</p> <p>Meet Dr. Chandra Sekhar Patro for Introducing and Understanding issue with EMR.</p> <p>Meet Dr. Mukul Kumar Mandal for Introducing and Signature to update on E-prescription.</p> <p>Meet Dr. Jitendra Ladhania for signature update on E-prescription.</p> <p>Follow up with IT team to update signature on e-prescription for Dr. Ladhania and Dr. Mukul.</p>                                            |
| 10 May 2021 | <p>Analysis of EMR usage report- 8th May.</p> <p>Follow up with IT team regarding signature update for DR. Jitendra and Dr. Mukul.</p> <p>Meet Dr. Pranay Gourav for introducing and understanding issue with EMR.</p> <p>Started writing concept for dissertation.</p> <p>Meet Dr. Saubhik Ghosh for understanding issue with EMR.</p>                                                                                                                     |

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| 11 May 2021 | <p>Analysis of EMR usage report- 10th May.</p> <p>Follow up with IT team regarding VC slot with issue with Dr. Ananya Das.</p> <p>Meet Dr. Swastik Agarwal for introducing and Signature to update on E-prescription.</p> <p>Worked on concept note for dissertation.</p> <p>Meet Dr. Ananya Das for introducing and understanding issue with VC and EMR.</p>                                     |
| 12 May 2021 | <p>Analysis of EMR usage report- 11th May.</p> <p>Meet Dr. Seshadri Sen for introducing and understanding issue with AADI app.</p> <p>Meet Dr. Urmila Das to understand issue with patient chart in ATHMA.</p> <p>Raised ticket for Dr. Seshadri issue and follow up with team members and IT team for the same.</p> <p>Helped a team Member in understanding BI data and analyzing the same.</p> |
| 13 May 2021 | Sick Leave.                                                                                                                                                                                                                                                                                                                                                                                       |
| 14 May 2021 | <p>Analysis of EMR usage report- 12 &amp; 13 May.</p> <p>Follow up with IT team regarding doctors' issue with screenshot from AADI.</p> <p>Resolve Dr. Govardhan Gupta issue with VC slot not visible on NH care app.</p> <p>Follow up with Dr. P. P. Dey for helping him with AADI app.</p> <p>Did analysis of VC appointment for last 15 days (VC was 370 out of 1990).</p>                     |
| 15 May 2021 | <p>Meet Dr. Saibal Mishra for introducing and understanding EMR related issues.</p> <p>Further worked on synopsis for dissertation.</p> <p>Meet Dr. Amit Dey for understanding his additional VC slot requirement and resolved the same coordinating with IT team and Billing Counter.</p>                                                                                                        |
| 17 May 2021 | <p>Analysis of EMR usage report- previous week.</p> <p>Meet Dr. Ananya Das for assisting with VC and uploading prescription for the same.</p> <p>Follow up with Dr. Pranay to resolve his login issue with ATHMA.</p> <p>Follow up with Dr. Seshadri regarding EMR issue with AADI.</p> <p>Completed writing synopsis/concept for Dissertation.</p>                                               |

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| 18 May 2021 | <p>Analysis of EMR usage report- 17th May.</p> <p>Follow up with Dr. Ananya and Dr. P P Dey for signature update in E-prescription.</p> <p>Meet Dr. R N Karmakar for introducing and understanding his requirement to add registration detail in E-prescription.</p> <p>Meet Dr. Amit Dey to resolve issue with EMR, was not able to see previous consultation note.</p> <p>Meet Dr. Bismay for introducing and assisting him with AADI and VC.</p> |
| 19 May 2021 | <p>Analysis of EMR usage report- 18th May.</p> <p>Follow up with IT team and raised ticket for Dr. Swastik signature update in E-prescription.</p> <p>Resolve Dr. Dhole issue with printing, coordinating with IT.</p> <p>Raised ticket for Dr. R N karmakar service request to add registration detail in E-prescription.</p> <p>Visited medical record department to solve Dr. Amit Dey issue with patient having multiple MRN.</p>               |
| 20 May 2021 | <p>Analysis of EMR usage report- 19th May.</p> <p>Follow up with IT team regarding Dr. R N Karmakar service request to add registration No, and Dr. Swastik signature on e-prescription.</p> <p>Meet Dr. Santanu Goswami for introducing and resolve auto-printing issue coordinating with IT team.</p>                                                                                                                                             |
| 21 May 2021 | <p>Analysis of EMR usage report- 20th May.</p> <p>Further worked on Dissertation.</p> <p>Meet Dr. Biswajit Mondal for introducing and understanding issue with EMR and VC.</p> <p>Visited MRD for resolving Dr. Amit Dey issue with patient having multiple MRN, coordinating with IT team and team members.</p> <p>Meet FD and Manager for discussing issue with EMR usage.</p>                                                                    |
| 22 May 2021 | <p>Analysis of EMR usage report- 21st May.</p> <p>Follow up with Dr. Manaranjan Jana for understanding his issue with EMR.</p> <p>Further worked on Dissertation for data collection.</p> <p>Did screening of E-prescription of all the consultant for 1-21 May to understand better about consultant behaviour of EMR usage.</p>                                                                                                                   |

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| 24 May 2021 | <p>Analysis of EMR usage report- previous week.</p> <p>Meet Dr. Jitendra Ladhania for understanding his issue with not been able to order investigation from ATHMA.</p> <p>Meet Dr. Polle for introducing and investigation report check-up for vaccination.</p> <p>Resolved Dr. Jai Chowdhury issue with automatic printing coordinating with IT team.</p> <p>Did screening of E-prescription of consultant, those are not using EMR, Dr. Auriom kaur started using EMR.</p> |
| 25 May 2021 | <p>Analysis of EMR usage report- 24th May, usage is 85%.</p> <p>Further worked on data analysis for Dissertation.</p> <p>Follow up with Dr. TrinajanAsh regarding VC apointment slot.</p> <p>Did screening of available VC slots for all the consultant on NH care app, if there is an issue with slots.</p>                                                                                                                                                                  |
| 27 May 2021 | <p>Analysis of EMR usage report- 25th &amp; 26th May,.</p> <p>Resolve Dr. Alakananda Das issue with VC slot not visible on NH care app, coordinating with billing counter and IT team.</p> <p>Further worked on data analysis for Dissertation.</p> <p>Created Users Acceptance Test (UAT) for EMR processes coordinating with team members</p> <p>Meet Dr. Moumita for introducing and understanding issue with EMR.</p>                                                     |
| 28 May 2021 | <p>Analysis of EMR usage report- 27th May, usage is 86%.</p> <p>Follow up with IT team regarding Dr. Alakananda issue with VC slots.</p> <p>Meet Dr. Auriom to resolve his issue with ATHMA, was not been able to login.</p> <p>Data analysis of outpatient waiting time for dissertation.</p> <p>Meet Dr. Sunil for introducing and understanding issue with EMR.</p>                                                                                                        |
| 29 May 2021 | <p>Analysis of EMR usage report- 28th May, usage is 84%.</p> <p>Screening of the Prescription for last 6 days to monitor nonusers of EMR.</p> <p>Meet Dr. Soumyadip Dutta for introducing and understanding EMR issue with delay login.</p>                                                                                                                                                                                                                                   |
| 31 May 2021 | <p>Analysis of EMR usage report- previous week usage is 87%.</p> <p>Resolve Dr, R N karmakar issue with video consultation, coordinating with patient.</p> <p>Resolve Dr. Indranil issue with ATHMA, not been able to finish consultation coordinating with billing counter.</p> <p>Follow up with billing counter regarding Dr. Amit Dey issue with VC not starting.</p>                                                                                                     |

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| 02 June 2021 | <p>Analysis of EMR usage report- previous month, usage was 85% and usage trend for last five month.</p> <p>Meet Dr. Manik to understand his issue with printing and VC and resolve the same.</p> <p>Follow up with Mr. Madhusudhanan and patient for regarding issue with health records not loading on ATHMA.</p> <p>Scheduled and Attended EMR Review meeting and discussed related issues.</p> <p>Meeting with Mr. Frank and presented EMR data of last five month and discussed VC related issue.</p> |
| 03 June 2021 | <p>Analysis of EMR usage report- previous month, usage was 85%.</p> <p>Started writing final report for the Dissertation, as submission deadline is 20th May.</p> <p>Attended EMR Team meeting regarding AADI and NH Care new features and updates.</p> <p>Meet Dr. Dhole to resolve his issue with patient chart not loading.</p> <p>Resolved Dr. Manik Lal's patient issue with appointment, coordinating with OPD in Charge.</p>                                                                       |
| 04 June 2021 | <p>Analysis of EMR usage report- 3rd May, usage was 91%.</p> <p>Screening of the VC slots on NH care app to find any related issue.</p> <p>Prepared next 30 days plan for EMR and AADI adoption.</p> <p>Meet Dr. Tamal to understand issue for not using EMR.</p> <p>Meet Dr. Govardhan for introducing and discussing related issue.</p>                                                                                                                                                                 |
| 05 June 2021 | <p>Analysis of EMR usage report- 4th May, usage was 80%.</p> <p>Further writing of Dissertation Report.</p> <p>Meet MS and Manager regarding EMR Compliance and AADI usage.</p> <p>Follow up with Mr. Avijit and IP in Charge Nisha regarding AADI updates.</p> <p>Raised ticket for Dr. Pinaki (MS) service request for having AADI Admin Access.</p>                                                                                                                                                    |
| 07 June 2021 | <p>Analysis of EMR usage report- previous week, usage was 88%.</p> <p>Follow up with OPD InCharge regarding slot issue with unblocking and EMR usage.</p> <p>Raised ticket for Unit issue with ATHMA running very slow.</p> <p>Follow up with Dr. Karmakar and Dr. Indranil regarding issue with consultation status.</p> <p>Meet Dr Auriom to resolve his printing issue and given guidance related to medication order set.</p>                                                                         |

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| 08 June 2021 | <p>Analysis of EMR usage report- 7th June, usage was 84%.</p> <p>Follow up with IT team and Dr. Pinaki regarding AADI admin access.</p> <p>Meet Dr. Alakananda regarding slot issue and given demonstration of new features on AADI.</p> <p>Started writing 3-month Internship/Training Report along with Dissertation as deadline is 20th June.</p>                                                                                                                                                                                      |
| 09 June 2021 | <p>Analysis of EMR usage report- 8th June, usage was 95%.</p> <p>Further writing of final report for the dissertation.</p> <p>Resolve Dr. Vikash Muskara issue with computer running slow, coordinating with Mr. Avijit and IT team.</p> <p>Meet Dr. Govardhan for resolving an issue with patient chart and assisted him in finding lab report of patient.</p> <p>Follow up with IT corporate and OPD incharge regarding Dr. Amit Day issue with unavailability on NH care app.</p>                                                      |
| 11 June 2021 | <p>Analysis of EMR usage report- 10th June, usage was 89%.</p> <p>Meet Dr. Ananya for resolving issue with ATHMA login and given training on AADI new features.</p> <p>Follow up with Mr. Frank and team members regarding IP module and Digital Metrix.</p> <p>Discussion with Discharge team regarding AADI adoption for Digital sign off.</p>                                                                                                                                                                                          |
| 12 June 2021 | <p>Analysis of EMR usage report-11th June, usage was 80%.</p> <p>Follow-up with discharge team regarding EMR signoff of discharge summery, and analysis of discharge signoff through EMR of past few days.</p> <p>Resolve a patient issue with ECHO report not visible on NH care app.</p> <p>Meet Dr. Govardhan for solving issue with start consultation and patient chart.</p> <p>Resolve Dr. Subhas issue with appointment slot unable to block, coordinating with OPD InCharge.</p>                                                  |
| 14 June 2021 | <p>Analysis of EMR usage report-previous week, usage was 87%.</p> <p>Meet Dr. Seshadri regarding issue with ATHMA running slow and raised ticket for the same.</p> <p>Meet Dr. R N karmakar regarding AADI SignOff of discharge summery.</p> <p>Follow up with discharge team regarding Dr. Sanyal issue with unable to signoff discharge.</p> <p>Follow up with Mr. Frank and OPD InCharge regarding ATHMA new functionaries' printout to be given in each OPD.</p> <p>Written report of dissertation Result as deadline is 21 July.</p> |

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| 15 June 2021 | <p>Analysis of EMR usage report-14th June, usage was 88%.</p> <p>Follow up with IT team regarding Dr. Seshadri issue with ATHMA running very slow.</p> <p>worked on excel representation of patient journey in oncology department given by Hemasai Sir.</p> <p>Follow up with discharge team regarding Dr. Patro issue with AADI.</p> <p>Raised ticket for resolving Dr. Soumyadip issue with Unable to signoff from AADI and unable to edit discharge summery by discharge team.</p> <p>Meet Dr. Ananya for assisting her with ATHMA login and AADI new features.</p> <p>Meet Dr. Manik to assist with ATHMA new features and creating up to date account.</p> |
| 16 June 2021 | <p>Analysis of EMR usage report-15th June, usage was 93%.</p> <p>Completed writing results of dissertation report, will have to submit before 21st July.</p> <p>Follow up with Mr. Frank and OPD InCharge regarding AADI new features usage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 17 June 2021 | <p>Analysis of EMR usage report-16th June, usage was 88%.</p> <p>Meet Dr. Shantanu to resolve AADI login issue with multiple EC, and the printing issue, coordinating with IT team.</p> <p>Meet Dr. Sujit regarding AADI new feature and resolving signoff issue coordinating with discharge team.</p> <p>Follow up with IT team and Mr. Surajit regarding issue with unable to edit discharge summery.</p> <p>Meet Dr. Govardhan for resolving his issue with ATHMA.</p> <p>Resolve Nursing desk issue with unable to open chrome with IT team.</p> <p>Follow up with Dr. Dhole and IT team for resolving issue, discharge summery not visible in AADI.</p>     |
| 18 June 2021 | <p>Analysis of EMR usage report-17th June, usage was 77%.</p> <p>Follow up with team member and IT team regarding Mr. Sachin's one drive file access. Resolved a patient issue with NH care investigation result nor visible, coordinating with lab and billing counter.</p> <p>Follow up with corporate IT team regarding Dr. Dhole issue with discharge summery not visible on AADI. Follow up with IT and Dr. Shantanu for resolving AADI multi-id login issue.</p> <p>Meet Dr. Amit Dey regarding AADI new features and resolving VC slot to be converted into In Hospital slot.</p>                                                                         |

### **Key Learnings from Internship:**

- Change Management- Electronic Medical Records (EMR) is a new for doctors. During implementation of EMR I have learned how to prepare users for new changes in technology, capacity building, managing their complaints and issues, helping them explore further, and converting non-users into users of new technology.
- Effective Communication- One of the key learning is detailed and effective communication with seniors, colleagues, and others across the departments.
- Coordination & Collaboration- Learned how to coordinate and collaborate with team members very effectively during implementation of the project.
- Problem Solving- Developed skill for solving day to day problems and issues in a more effective and efficient ways by analyzing root causes for the problems.
- Data Analysis- Regularly collecting and analyzing the HMIS & BI Data for monitoring the project, and better understanding of the user's behavior and adoption of new technology.
- Objecting & Goal Setting- Primary and Secondary goal setting on weekly or monthly basis and achieving them systematically through advance planning.
- Telehealth Operations- Learned different activities of telehealth including slot creation as per doctor's requirements, verifying the same from patient portal/app, sometimes assisting with appointment booking, coordinating with doctors and patients during consultation, and resolving any further arising issues or doubts.

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