

**Internship**  
**at**  
**C.K. Birla Hospitals, Jaipur**

*By*  
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## **ORGANIZATION PROFILE**

### **Overview**

CK Birla Hospitals, which has pioneered several firsts in India's healthcare industry for over 45 years, now brings its expertise and knowledge to the city of Jaipur with the Rukmani Birla Hospital (RBH).

- State-of-art equipment.
- 230 bedded multispecialty hospital, with 115 commissioned beds (72 censes beds).
- Total built-up area 200,000 sq. Ft.
- A team of highly qualified and experienced team of medical professionals.
- Advanced Critical Care beds.
- Fully equipped life saver ambulances.
- Ergonomically designed interiors.
- Total health care solutions under one roof

### **Vision**

Patient at the core.

### **Mission**

Continuously creating benchmarks towards providing unmatched Patient Experience through Clinical and Service Excellence amidst an inclusive environment that embraces innovation and quality combined with compassion, commitment, accountability and transparency.

### **Commitment Towards Quality**

To constantly upgrade our human and technological resources aligned with the best global developments in medical science.

### **Quality Policy Statement**

To maintain highest standard of quality service delivery provided at the Hospital.

## **HOSPITAL INFRASTRUCTURE**

Total built up area is 2 Lac Sq. Ft.

- Tertiary Care hospital with 230 Beds capacity.
- Infra is with Basement, Ground and 5 Floors.
- Laced with all advanced and latest technologies
- Critical Care with:
  - MICU
  - ICCU
  - SICU
  - KTU
  - NICU
- ER and Ambulance Services
- IP Services with
  - General Ward
  - Multi Beds (4 beds Cubicle)
  - Twin Sharing
  - Private Room
  - Day Care

### **Floor Directory – Lower ground & Upper ground floor**

|                           |                              |                           |
|---------------------------|------------------------------|---------------------------|
| <b>Lower Ground Floor</b> | OPD - Basement               |                           |
|                           | General & Minimally Invasive |                           |
|                           | Surgery                      | Obstetrics & Gynaecology  |
|                           | Bone & Joint                 | Internal Medicine         |
|                           | Physiotherapy                | ENT                       |
|                           | Urodynamic Studies           | Paediatrics & Neonatology |
|                           | Endoscopy                    | Dental                    |
|                           | Gastroenterology             | GI & Bariatric            |
|                           | Audiometry                   | Rheumatology              |
|                           | Dermatology                  | Sample collection         |
|                           | Radiology                    |                           |
|                           | X ray                        | CT Scan                   |
|                           | Ultrasound                   | Mammography               |
|                           |                              |                           |
|                           |                              |                           |

|  |                         |                   |
|--|-------------------------|-------------------|
|  | MRI                     | Bone densitometry |
|  | Others                  |                   |
|  | Report dispatch counter | Mortuary          |
|  | Feeding room            | Kids play zone    |
|  | Engineering             | IP Pharmacy       |
|  | Security                | Cloak room        |
|  | Day care                | BME               |
|  |                         |                   |

|                    |                           |                                  |
|--------------------|---------------------------|----------------------------------|
| Upper Ground Floor | Main Lobby                |                                  |
|                    | Admission counter         | Billing Desk / TPA               |
|                    | Prayer room               | Cafeteria                        |
|                    | Pharmacy                  | Waiting area                     |
|                    | <b>ER / Triage</b>        | PHC & NIC                        |
|                    | OPD                       |                                  |
|                    | Cardiac / CTVS            | Neurology /Neurosurgery          |
|                    | Pulmonology               | Ophthalmology                    |
|                    |                           | Plastic & reconstructive surgery |
|                    | Osteopathy                |                                  |
|                    | Endocrinology             | Mental Health Care               |
|                    | Dietetics                 | Dialysis                         |
|                    | Others                    |                                  |
|                    | Staff cafeteria / Kitchen | Staff Changing room              |
|                    | Linen room                | Doctors lounge                   |
|                    | ATM                       |                                  |
|                    |                           |                                  |
|                    |                           |                                  |
|                    |                           |                                  |

## Floor Directory – 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> & 5<sup>th</sup> Floor

|              |                                 |                       |
|--------------|---------------------------------|-----------------------|
| First Floor  | OT                              | MICU                  |
|              | Cath Lab                        | ICCU                  |
|              | SICU                            |                       |
|              | Others                          |                       |
|              | Admin                           | ICU waiting area      |
|              | CSSD                            |                       |
| Second Floor | Laboratory sciences             | Blood Bank            |
|              | IPD - Bed no - 2439 - 2444 - GW |                       |
| Third Floor  | IVF                             | SCBU                  |
|              | NICU                            | Labour room           |
|              | Maternity triage                | IPD bed no. 3405-3435 |
| Fourth Floor | IPD Bed no 4401 - 4445          |                       |
| Fifth Floor  | IPD Bed no 5401 - 5432          | Crèche - Kilkaari     |

| <b>Wards</b>                | <b>Floor</b>                                                | <b>Total no. of beds</b> |
|-----------------------------|-------------------------------------------------------------|--------------------------|
| <b>MICU</b>                 | <b>1<sup>st</sup> Floor</b>                                 | <b>14</b>                |
| <b>ICCU</b>                 | <b>1<sup>st</sup> Floor</b>                                 | <b>9</b>                 |
| <b>Multi Bed</b>            | <b>3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> Floor</b> | <b>36</b>                |
| <b>KTU</b>                  | <b>1<sup>st</sup> Floor</b>                                 | <b>7</b>                 |
| <b>Single Room</b>          | <b>3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> Floor</b> | <b>19</b>                |
| <b>Twin Sharing</b>         | <b>3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> Floor</b> | <b>36</b>                |
| <b>Dialysis</b>             | <b>Ground</b>                                               | <b>15</b>                |
| <b>Maternity Triage</b>     | <b>3<sup>rd</sup> Floor</b>                                 | <b>2</b>                 |
| <b>SCBU</b>                 | <b>3<sup>rd</sup> Floor</b>                                 | <b>5</b>                 |
| <b>NICU</b>                 | <b>3<sup>rd</sup> Floor</b>                                 | <b>6</b>                 |
| <b>Emergency</b>            | <b>Ground Floor</b>                                         | <b>12</b>                |
| <b>OT (Pre &amp; Post)</b>  | <b>1<sup>st</sup> Floor</b>                                 | <b>12</b>                |
| <b>IVF</b>                  | <b>3<sup>rd</sup> Floor</b>                                 | <b>2</b>                 |
| <b>Labor Room</b>           | <b>3<sup>rd</sup> floor</b>                                 | <b>2</b>                 |
| <b>Endoscopy (Day Care)</b> | <b>Basement</b>                                             | <b>7</b>                 |
| <b>Suite</b>                | <b>5<sup>th</sup> Floor</b>                                 | <b>2</b>                 |
| <b>General ward</b>         | <b>2<sup>nd</sup> Floor</b>                                 | <b>22</b>                |
| <b>HDU</b>                  | <b>2<sup>nd</sup> Floor</b>                                 | <b>7</b>                 |
| <b>ICCU</b>                 | <b>1<sup>st</sup> Floor</b>                                 | <b>11</b>                |
|                             |                                                             |                          |
|                             | <b>Total</b>                                                | <b>226</b>               |

## **Clinical Services Available**

Department of Anesthesiology  
Department of Bone & Joint  
Department of Cardiac Sciences  
Department of Critical Care and Medicines  
Department of Dental Sciences  
Department of Dermatology  
Department of Dietetics  
Department of Ear, Nose & Throat  
Department of Emergency Medicine  
Department of Endocrinology  
Department of Gastro Sciences  
Department of General & Minimal Invasive Surgery  
Department of Internal Medicine  
Department of Laboratory Medicine  
Department of Neurosciences  
Department of Obstetrics & Gynecology  
Department of Ophthalmology  
Department of Pediatrics & Neonatology  
Department of Pharmacology  
Department of Physiotherapy  
Department of Plastic & Reconstructive Surgery  
Department of Radiology  
Department of Renal Sciences  
Department of Respiratory Medicines  
Department of Urology

## **Diagnostic & Allied Services**

### **Diagnostic Imaging Services**

- Bone Densitometry
- CT Scan
- Mammography
- MRI
- Ultrasound
- X-Ray

### **Laboratory Services**

- Biochemistry

- Clinical Pathology
- Cytopathology
- Hematology
- Histopathology
- Immuno Assay
- Microbiology & Serology

#### **Other Diagnostic Services**

- Audiometry
- ECG
- Echocardiography
- EEG
- EMG/EP
- Holter Monitoring
- PFT
- Spirometry
- Tread Mill Testing
- Urodynamic Studies

#### **Support Services**

- Ambulance
- Blood Sugar Centre
- Health Check Up
- Pharmacy
- Nutrition Management
- Food and Beverages
- Mortuary

#### **Rehabilitative Services**

- Physiotherapy

#### **Services Not Available**

- Burn
- Cosmetology
- Clinical Hematology
- Cytochemistry
- Haemato Oncology
- Immunology and Rheumatology
- IVF

- Pediatric sub-specialties
- Psychiatry (IPD)
- Radiation Oncology
- Transplantation Services

## **Clinical Services**

### **Out-Patient Department**

Patient who in the considered view of a competent professional do not immediately require hospital admission and who can satisfactorily treated on a domiciliary basis are classified as ambulatory patients and commonly called as out patients. Hence the department of ambulatory care is also known as outpatient department.

### **Inpatient Department**

Inpatient department deals with inpatient care of patients whose condition requires admission in a hospital. Progress in modern medicine and the advent of comprehensive outpatient clinics ensure the patients are only admitted in a hospital when they are extremely ill or have severe physical trauma.

### **Operation Theatre**

All type of surgeries are performed here. The services include invasive monitoring, patient assessment (physician, nursing, dietary and physiotherapy)

### **Dialysis Unit**

It deals with the artificial replacement of the lost kidney function in patient with renal failure to remove excess water and waste products from the blood.

### **CSSD**

The department provides clean and sterile supplies which help in reduction of infection and improving the quality of care.

## **Non-Clinical Services**

### **Admission & Billing**

This is the department involved in the counselling to the patients, admission process and guiding them while billing is done after final discharge of the patients.

### **Quality Assurance Department**

Headed to maintain and perk up the standards. Quality Assurance (QA), the activity of providing evidence needed to establish quality in work and the activities that require good quality is being performed effectively.

### **Human Resource Department**

The department helps to ensure the availability and retention of quality talent to meet organization goals and objectives and to provide overall growth and development of employee's orientation and functional training.

### **Medical Record Department**

MRD id the custodian of all the discharged/expired health records documents. The MRD staff ensures the confidentiality, preservation, storage and retention of the documents.

### **Pharmacy**

The goal of the pharmacy is to procure and provide medicines and surgical items to the patients. The pharmacy serves various areas of the hospital like customers, special wards.

### **Housekeeping**

The aim of the department is to achieve defect free room with 100% hygiene and cleanliness to maximize patient's satisfaction along with minimum cost.

### **Marketing**

The department is responsible for the revenue generation through brand building, retail sales, cooperate marketing, PR and media communications and liaison with the government.

### **Finance**

The department provides accurate relevant and timely financial information in making the right health plan and decisions. The finance department looks into the business including insight, areas for lowering cost and improving profitability, updating of bills on the daily basis for IPD patients.

### **Information Technology**

IT department provides values to the end users with respect to their day to day function. The department serves various departments for IT infrastructure, hardware and network, anti-virus services, internet services, upgradation of software, telecommunication between various department.

**Dietetics**

The department provides the food and beverages to the esteemed customers. The department performs daily audits of the store and kitchen areas, take round of the entire service area with and after the service timings, monitoring of services.

**Security**

The department provides protective, competent services, to protect the life and property of every individual present in the premises, to prevent any action or situation that might result in an injury or death when a patient/attendant/visitor/employee are lawfully on the hospital premises.

**Laundry**

The department delivers spotlessly clean and hygiene linen and uniforms to the users of different department.