

Internship
at
Fortis Escorts Hospital, Faridabad

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Observational Learning:

Section - 1: Introduction: Brief description of the organization profile and the specific objectives



Introduction to Fortis Healthcare Ltd.

Fortis Healthcare Limited is a chain of hospitals, headquartered in India.

Fortis Healthcare Limited is a leading integrated healthcare delivery service provider in India. The healthcare verticals of the company primarily comprise hospitals, diagnostics and day care specialty facilities. Currently, the company operates its healthcare delivery services in India, Dubai, Mauritius and Sri Lanka with 43 healthcare facilities (including projects under development), approximately 9,000 potential beds and 392 diagnostic centres.

In a global study of the 30 most technologically advanced hospitals in the world, its flagship, the Fortis Memorial Research Institute' (FMRI), was ranked No.2, by 'topmastersinhealthcare.com, and placed ahead of many other outstanding medical institutions in the world.

Malaysia's IHH Healthcare Bhd has become the controlling shareholder of Fortis Healthcare Ltd by acquiring a 31.1% stake in the company. Fortis Healthcare also appointed four persons from IHH Healthcare to its board in a meeting held at Mohali on Tuesday. The board approved the allotment of over 230 million shares through preferential issue to Northern TK Venture Pte Ltd, a wholly owned indirect subsidiary of IHH Healthcare, at ₹170 per share of ₹10 face value. In 2019, Fortis Healthcare announced that it has completed the acquisition of RHT Health Trust (RHT) assets for an enterprise value of Rs 4,650 crores.

Fortis Healthcare is acquired by [Manipal Hospitals](#) and [TPG Capital](#) with a deal of ₹3900 crore along with approved sale of its 20 percent stake in SRL to Manipal Hospitals

Fortis engrosses a place of pride in India's healthcare service providing system.

Fortis Journey

Brand Fortis was established in 1996 with the vision, 'to create a world class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patientcare.

Fortis Healthcare is the country's 'fastest' growing healthcare group. We have grown from first hospital at Mohali (Chandigarh) which opened in 2001 with over 45 healthcare facilities as of today. These include the world famous Escorts Heart Institute and the erstwhile Wockhardt facilities. From North to South, East to West, Fortis truly has India covered - the frontier city of Amritsar, to Ludhiana, Mohali, the National Capital region, Mumbai, Bangalore, Mysore, Chennai, Kolkata and many more destinations are all home to Fortis

facilities.

Fortis occupies a place of pride in India's healthcare delivery system.

The Brand and the Logo



The Fortis brand with its distinctive logo is a synthesis of human values of trust, ethics and service and quality healthcare. We project clinical excellence, distinctive patient care, transparency in actions & high level of integrity and excellence is all that we do. Our logo projects these very values. The integration of the hands (in a distinctive 'green' with a 'red dot') and the human figure is completely seamless and is representative of 'Fortis' responsive approach to healthcare. The green colour of hands is representative of health, wellbeing, compassion, nurturing and generosity while the red dot gives an immediate association to our Indian roots, while it is also represents energy, spirituality, courage and symbol of good luck.

At Fortis we intrinsically believe that excellence is a not a destination – but a journey

Vision

"Saving & Enriching Lives"

Mission

"To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care"

❖ **Values**

✓ **Patient Centricity**

Commit to 'best outcomes and experience' for our patients

Treat patients and their caregivers with compassion, care and understanding

Our patients' needs will come first

✓ **Ownership**

Be responsible and take pride in our actions.

Take initiative and go beyond the call of duty

✓ **Innovation**

Continuously improve and innovate to exceed expectations

Adopt 'can-do' attitude

Challenge ourselves to do things differently

✓ **Integrity**

Be principled, open and honest

Model and live our 'values'

Demonstrate moral courage to speak up and do the right things

✓ **Teamwork**

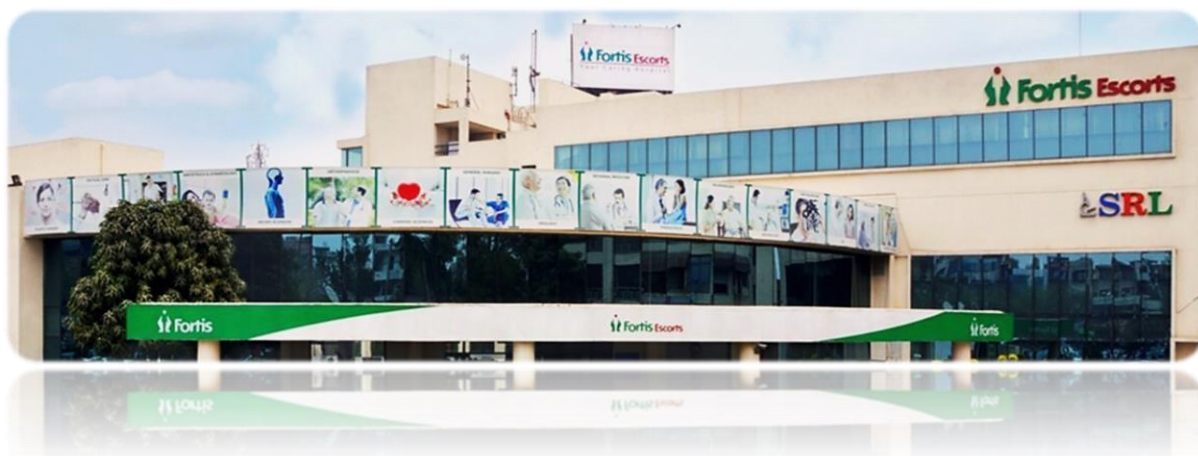
Proactively support each other and operate as one team

Respect and value people at all levels with different opinions, experiences and backgrounds

Put organization needs' before department / self-interest



Fortis Escorts Hospital, Faridabad



Fortis Escorts Hospital, Faridabad, is a 210 bed, NABH accredited multi-speciality tertiary care hospital providing comprehensive healthcare services. The hospital is a manifestation of Fortis Healthcare's vision of creating a world-class integrated healthcare delivery system in India.

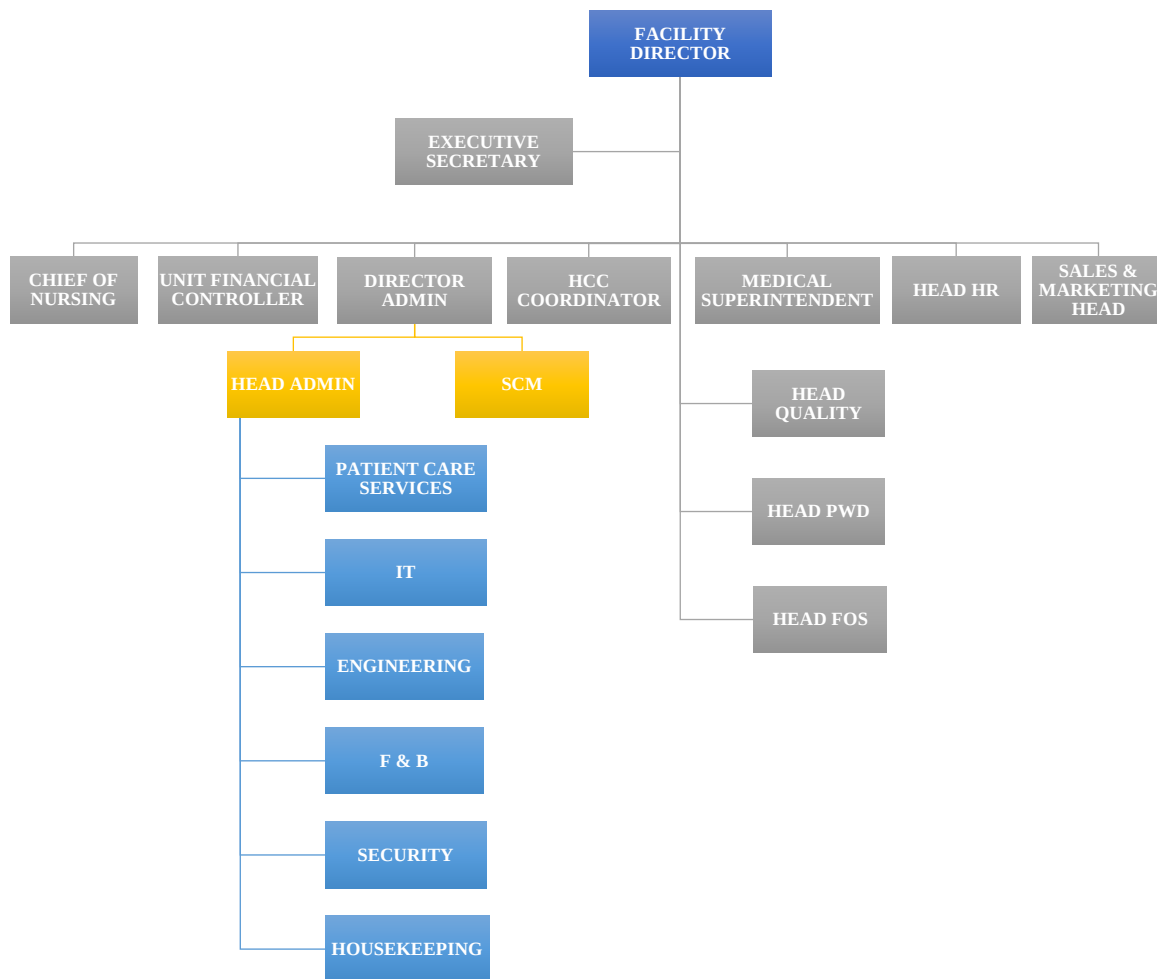
Initiated in 1982, Fortis Escorts Hospital Faridabad has built up itself as the most trusted and dependable medicinal services supplier in NCR conveying 30 years of clinical brilliance.

The healthcare service group involves experienced as well as skilled clinicians giving an unparalleled standard of healthcare services. With the profoundly equipped group of highly skilled physician, specialists, surgeons, attendants and proficient staff, Fortis Escorts Hospital at Faridabad is focused on giving total and caring restorative consideration to the patients.

Overview of The Unit	
Year of Establishment	1982
Type of Healthcare Services	Primary and Secondary Care
Total No. Of Beds	210
Total Area	5 Acres
Major Specialities	Cardiology, CTVs, Orthopaedics&Obs& Gynae
Operating Beds	210
Floors	2
No. Patient Room	42
No. Of OTs	5
No. Of Cath Lab	1
No. Of Employees	663 (*Approx.)
No. Of Doctors	102 (*Approx.)
No. Of Nurses	334 (*Approx.)

No. Of Non-Clinical Staffs	227 (*Approx.)
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Unit Organizational chart



SPECIAL PROGRAMMES & CLINICS AT Fortis Escorts

The Fortis Healthcare circle of caring is fast expanding, spreading the name of Fortis Escorts Healthcare, which is reaching out to distant communities, welcoming patients from beyond India's shores.

The major focus of this facility is on: -

- 1) Cardiology or Cardiac Surgery.
- 2) Laparoscopic&General Surgery.
- 3) Neurology or Neurosurgery.
- 4) Orthopedics/Joint Replacement.
- 5) Comprehensive Trauma Centre.
- 6) Obstetrics&Gynecology.
- 7) Internal Medicine.

The new facility offers:

- ✓ Fully equipped, ultra-modern, modular, zero-infection operation theatres, including separate theatres for cardiac surgery.

- ✓ State-of-the-art Cath lab for complete cardiac and vascular work including Day Care Angiography, Angioplasty, stenting, Digital Subtraction Angiography (DSA) for blood vessels of heart/brain or any other part of the body.
- ✓ Beds dedicated to critically ill with top-notch technology and equipment which includes futuristic cardiac monitors and state-of-the-art ventilators.
- ✓ Clinical Laboratories of international standard with fully automated analyzers.
- ✓ Modern blood-bank with provision for separation of blood components like platelets, plasma etc.
- ✓ A well-organized OPD block.

SERVICES AVAILABLE AT FEH, FARIDABAD

Super Specialty Services

- ✓ Cardiology
- ✓ Cardiac surgery (Adult & Pediatric)
- ✓ Nephrology
- ✓ Urology
- ✓ Laparoscopic & General Surgery
- ✓ Joint replacement
- ✓ Neuro surgery
- ✓ Gastroenterology
- ✓ Neurology
- ✓ Critical care medicine

Multi-Specialty Services

- ✓ Internal medicine
- ✓ ENT
- ✓ Pediatrics (including pediatric cardiology, nephrology & endocrinology)
- ✓ Pediatric surgery
- ✓ Obstetrics & Gynecology
- ✓ Dermatology
- ✓ Cosmetic & Plastic Surgery (SSS)
- ✓ Medical oncology
- ✓ Rheumatology
- ✓ General orthopedics
- ✓ Ophthalmology
- ✓ Dentistry
- ✓ Physiotherapy including domiciliary physiotherapy
- ✓ Clinical nutrition & dietetics
- ✓ Mental health and behavioral sciences
- ✓ Sports Medicine

24-hour services

- ✓ 24 Hours Emergency
- ✓ Blood Bank
- ✓ Laboratory

- ✓ Radiology
- ✓ Pharmacy
- ✓ Ambulance
- ✓ Dialysis

SERVICES NOT AVATLABLE AT FEHRCL

- ✓ Radiotherapy
- ✓ Burns Unit

Facility Layout

Basement	Ground Floor	
· Blood Bank · IP Pharmacy & Store · Medical Records · Mortuary · CSSD & Laundry · Library · Conference Hall · IT systems	· Reception · out Patient Department · out Patient procedure room · Non-Invasive Lab · Preventive Health Check · Lounge · Dental Department · Patient Pharmacy · In Patient Department · Front office · Patient Welfare officer · ATM	· General Male ward · CGHS ward · Private Cabins · Finance Department · Executive Dining Room · Staff Canteen · Hospital Kitchen · EPABX · Engineering services · Radiology · CT-Scan & MRI Centre · Sample Collection room
First Floor		Second Floor
· Director's Office · Administrative Block · Consultant Lounge · Dialysis Unit · Physiotherapy · Multispecialty operation Theatre (OT) · Labor room · Neonatal ICU	· Pediatric Ward · Gynae Ward · Cardiac Ward · Female Medicine Ward · Raj Nanda Ward · New Deluxe Cabins · Suites · House Keeping Office	· Intensive Care Unit · Intermediate Care Unit · Cardiac Care Unit · Cath Lab