

Internship Report
At
Fortis Hospital, Jaipur

By
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About Fortis

Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organisations in the country with 36 healthcare facilities (including projects under development), 4000 operational beds and over 400 diagnostics centres (including JVs). Fortis is present in India, United Arab Emirates (UAE) & Sri Lanka. The Company is listed on the BSE Ltd and National Stock Exchange (NSE) of India. It draws strength from its partnership with global major and parent company, IHH, to build upon its culture of world-class patient care and superlative clinical excellence. Fortis employs 23,000 people (including SRL) who share its vision of becoming the world's most trusted healthcare network. Fortis offers a full spectrum of integrated healthcare services ranging from clinics to quaternary care facilities and a wide range of ancillary services.

Mission

To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.

Vision

Saving & Enriching Lives.

Services

ADMISSION DEPARTMENT:- It allows patients to stay in hospital for observation, investigation, treatment and care.

DIAGNOSTIC DEPARTMENT:- This department offers diagnostic services to the patients visiting the hospital and also to those patients who are currently admitted in the hospital.

OUT PATIENT DEPARTMENT:- Outpatient Department is defined as a part of the hospital with allotted physical facilities with medical and other staff members in sufficient

number with regularly scheduled hours, to provide care for patients who are not registered as in-patient. The OPD facilities provide the main linkage of the hospital with the community.”

INPATIENT DEPARTMENT: - In door patient department caters the services for patients who require continues observation and supervision of physicians & surgeons in intensive medical care and emergencies.

CRITICAL CARE UNITS :- It includes HDU, Labour Ward, CCU-1, MICU, NICU, CTVS ICU, SICU.

DISCHARGE

- “The discharge processes initiated only after the patient’s consultant deems him/her for discharge.
- In case a patient does not wish to continue his/her stay at the hospital he/she can, in consultation with their doctor, ask for the leave against medical advice.(LAMA)
- Before leaving the patient’s attendant needs to check his/her room carefully for any personal belongings, hospital is not liable for their belongings.
- When you are being discharged from the hospital, the doctor and nurse, dietician, pharmacist will explain the treatment plan which you should follow.
- For nutritional queries dietician can be consulted.

My work at Fortis as Quality Assurance Trainee

- Prepared CESC checklist.
- Did open file audit In various ICU, general ward and at La femme.
- Helped with Prescription auditing.
- Prepared Mock drills.
- Helped with Quality indicators.
- Conducted patient safety survey and Central line associated blood stream infection survey.
- I have written Root cause analysis for Fall patients.