

**Internship at Dr. Virendra Laser and Phaco Surgery Centre Eye
Hospital, Jaipur**

By

Krishan Kumar Yadav

*Dissertation submitted for the partial fulfillment of the
MBA Hospital and Health Management*

Academic year, 2016-2018



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

ORGANIZATION PROFILE

1.ABOUT THE HOSPITAL

Dr. Virendra Laser, Phaco Surgery Centre is a Highly Equipped True Super Specialty Ophthalmic Care Centre of Rajasthan where total eye care is provided by super specialized and experienced team of Doctors. The clinic is centrally located with ease of access from airport, railway station and bus stand.

This center, aim at providing the quality eye care to our patients that match international standards. To keep pace with the rapidly growing trends in eye treatments our center is equipped with the best and latest machines. This is the only center in Rajasthan where all the modern techniques for removal of glasses are available viz. Conductive Keratoplasty, Wasca Laser, Lasik Laser, Epilasik and with refractive Cataract surgery by use of Multifocal and Accommodative Lenses.

The center caters to a wide patient base providing our services in almost all sub-specialties like Refractive Procedures, Cataract, Cornea, Glaucoma, Vitreo Retinal services, Uvea, Squint, Pediatric Ophthalmology, Vision Aids, Contact Lens etc.

The credit of bringing ultimate technology of removal of glasses and contact lenses by Laser goes to Dr. Anita & Dr. Virendra Agrawal. In Rajasthan, we are well recognised as Pioneers in multiple eye care facilities and treatments. LASIK, Wasca Laser, Cold Phaco microincision, C3R for Keratoconus are a few from the list. We take pride in boasting that we have done maximum Laser procedures for removal of glasses in Rajasthan.

The Centre has been honored by Medical Practitioners Society (MPS) and Private Hospitals & Nursing Homes Society (PHNHS), Jaipur for bringing most modern and advanced eye surgery facilities in Rajasthan (June 2005).

We strive hard to bring the best eye care facilities at your doorstep and we emphasize on our mission statement” why compromise when you have option for the best”.

2.1 OWNERSHIP AND MANAGEMENT

Dr. Virendra Agrawal the Chief Consultant of center is post graduate from the premier medical institute of India, the Dr. Rajendra Prasad Centre for Ophthalmic Sciences, AIIMS, New Delhi. He was Awarded Dr. Bodh Raj Sabarwal Gold Medal for being the best post graduate in Ophthalmology for year 1993. After post-graduation, he worked as Senior Resident Under renowned Strabismologist Prof. Dr. Prem Prakash to master Strabismological. He is also awarded Diplomat of National Board. He is also life member of National Academy of Medical Sciences, American Society for Cataract and Refractive Surgery, All India Ophthalmic Society, Implant and Refractive Surgery Society of India, Strabismological Society of India, Delhi Ophthalmic Society, Rajasthan Ophthalmic Society, and Jaipur Ophthalmic Society.

The credit of bringing ultimate technology for removal of glasses and contact lenses by Laser first time in Rajasthan goes to Dr. Anita & Dr. Virendra Agrawal. We have done maximum Laser procedures for removal of glasses in Rajasthan.

Dr. Anita Agrawal Consultant Eye Surgeon is trained in USA to perform Lasik procedure. Dr. Anita Agrawal has done Fellowship in Anterior Segment Microsurgery from Arvind Eye Hospital, Madurai after her post-graduation in Ophthalmology. Dr. Anita Agrawal is Life member of All India Ophthalmic Society, Implant and Refractive Surgery Society of India, Strabismological Society of India, Delhi Ophthalmic Society, Rajasthan Ophthalmic Society, Madhya Pradesh Ophthalmic Society, and Jaipur Ophthalmic Society.

Dr. P. K. Mathur Senior Consultant Eye Surgeon. He is Ex. Sr. Professor & Head of Ophthalmology S.M.S medical college Jaipur. Technical advisor to State Blindness Control Committee of Govt of Rajasthan. He has W.H.O fellowship - Bascom Palmer Eye Institute Miami U.S.A. and Wills Eye Hospital. Fellow of National Academy of Medical Science. He is the Only Ophthalmologist to Received “STATE MERIT AWARD FROM GOVT. OF RAJASTHAN”. Ex. Member Managing Committee AIOS; Past President Rajasthan Ophthalmology Society; Past Gen. Secretary ROS.

2.2 VISION AND MISSION

VISION STATEMENT

- TO LAY THE FOUNDATIONS OF A GLOBAL CENTRE OF EXCELLENCE IN AN OUTSTANDING AND EGALITARIAN EYE CARE INSTITUTION.

MISSION STATEMENT

- DRVLPSC IS A COMMUNITY ENTRUSTED SINCERE, VIGOROUS AND DEDICATED EYE CARE INSTITUTION WHICH PROVIDES INTERNATIONAL STANDARDS OF CARE WITH STATE OF THE ART TECHNOLOGY, TO ACHIEVE PATIENT DELIGHT AND CONTINUOUSLY ENHANCE OUR SERVICES.

2.3 OBJECTIVE

- 1) We assure quality healthcare that go beyond the community's expectations through reliable and eminent healthcare services.
- 2) We ensure effectiveness of institutional operations to safeguard and reinforce patient care.
- 3) We abide by all the legal and statutory prerequisites.

4) We nurture our staff to upgrade their skills and capabilities.

2.4 SCOPE OF SERVICES

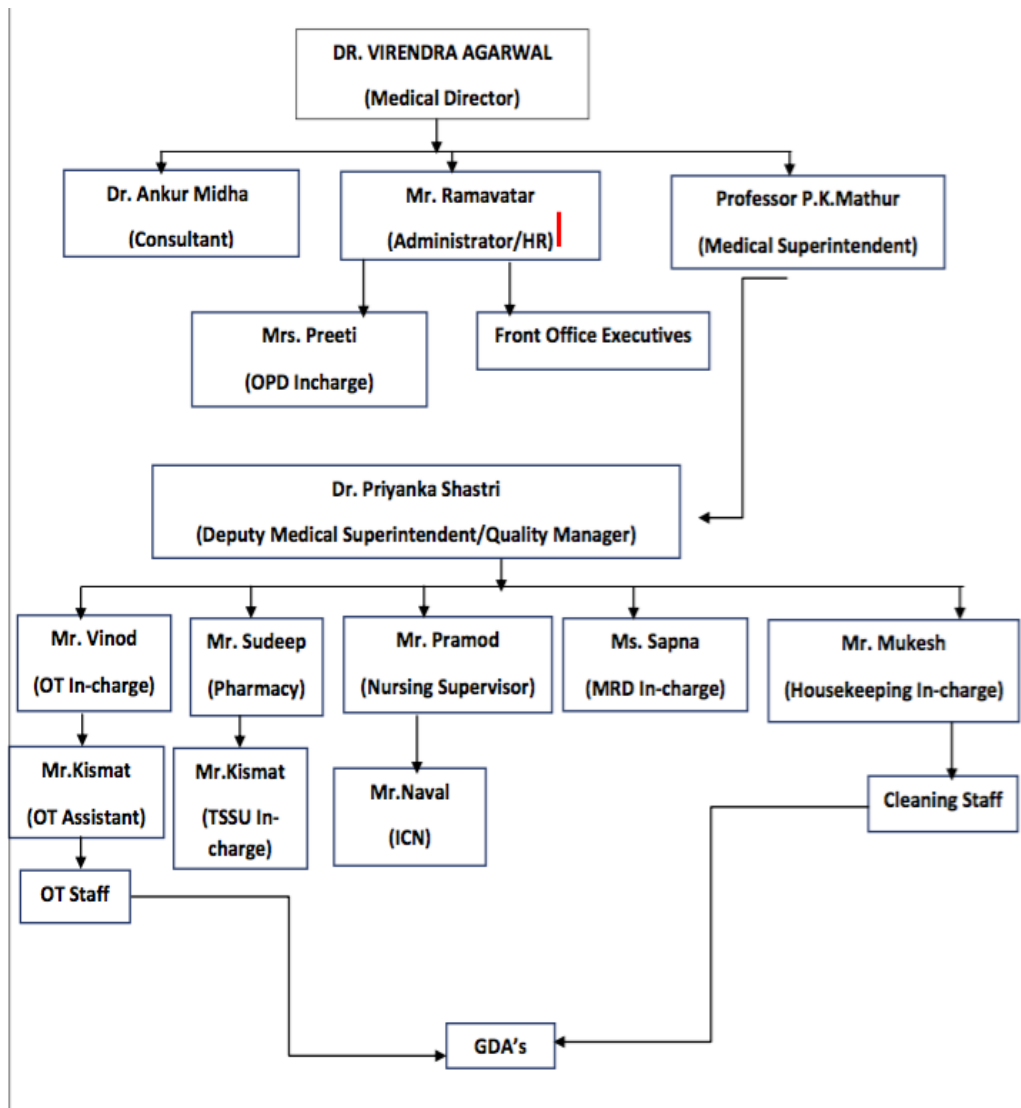
Diagnosis and treatment facilities for

- Cataract
- Cornea
- Pediatric ophthalmology
- Refraction error
- Glaucoma
- Vitreous and retina
- Squint
- Oculoplastic
- Uvea
- Ocular Surface
- Neuro ophthalmology
- General/routine ophthalmology

2.5 NOT IN THE SCOPE OF THE SERVICES

All the emergency cases after the working hours as per our Centre.

2.6 ORGANOGRAM



2.7 DIAGNOSTIC & IMAGING SERVICES

- Topography
- Pentacam
- OCT- posterior segment
- OCT- anterior segment
- USG eye
- Angioplasty

2.8 Emergency & Ambulance Services.

2.9 Pharmacy

2.10 Optical shop

2.11 FLOOR WISE DISTRIBUTION:

- **BASEMENT**

- Pharmacy
- Fire exit
- Optical shop

- **GROUND FLOOR**

- Help desk
- Reception
- Examination room
- Consultation room
- Billing counter
- Waiting lounge
- TPA desk

Daily OPD timing of DRVLPSC is 9 am to 6 pm.

Average No. of OPD patients at Dr. Virendra Laser Phaco Surgery Center is 110-150 patients (Both old and new)

- **FIRST FLOOR**

- Dilatation room
- Waiting lobby
- MRD
- Converse i.e. consultation rooms
- Examination room

- **SECOND FLOOR**

- Waiting lobby
- O. T
- MRD

- **TOP FLOOR**

- Nursing Station
- Semi deluxe room
- Female ward
- General ward
- Pediatric room

- Waiting lobby
- Management office
- CRM
- Dining room

2.12 DEPARTMENTS

a. TSSU

Total Area is divided into 4 Zones:

- Zone I. (Dirty Utility) Reception, Inspection and Documentation
- Zone II. (Clean Area) Assembly and Packing
- Zone III (Sterile Area) Sterilisation
- Zone IV (Issue Area) Storage and distribution

Check for proper sterilisation

- Bowie dick test
- Leak test
- Sterilisation test
- Batch monitoring test

b. MEDICAL RECORD DEPARTMENT

Scope of Services:

- Maintenance of all medical record
- Storage of records:

1) IPD: 5 years

2) Death/MLCs: lifetime

- Maintaining the integrity and confidentiality of all medical record
- Numbering and filing
- Completion of all incomplete records.
- Arrangement is according to Admission No.

c. HOUSEKEEPING

Housekeeping department is outsourced

Services provide:

- Maintain hygiene of the patients and the hospital
- Helping in patient's preparation

- Infection control
- Waste disposal

d. LINEN AND LAUNDRY

Linen and laundry department is out sourced

e. FIRE SAFETY DEPARTMENT

The hospital has fire exist door in each floor.

Smokes detectors are located in the entire hospital.

Fire Safety Equipment's:

- Horse Reel Drums
- Jockey Pump
- Alarm Valve
- Double Hydrant Valve

Hospital follows "PASS" and "RACE" protocols.

PASS: Pull Aim Squeeze Sweep for operating a fire extinguisher

RACE: Rescue Alarm Contain Extinguish, Evacuate.

f. MAINTAINANCE DEPARTMENT

The maintenance department is out sourced

Functions:

- To maintain continuous electric supply to the hospital.
- To maintain the chilling plant room of the hospital
- To maintain the supply of medical gases
- To maintain the proper functioning of STP

Operational timings: 9 AM-6 PM

g. SECURITY DEPARTMENT

Security service department of the hospital is outsourced.

Functions:

- To provide security services to all the staff, patients, relatives and visitors
- To protect the hospital property within the premises
- To analyse threats and vulnerability in conjugation with the managements, police and others

- To control the movement of vehicular traffic inside the premises.