

**Internship at
Max Super Speciality Hospital, Vaishali**

By

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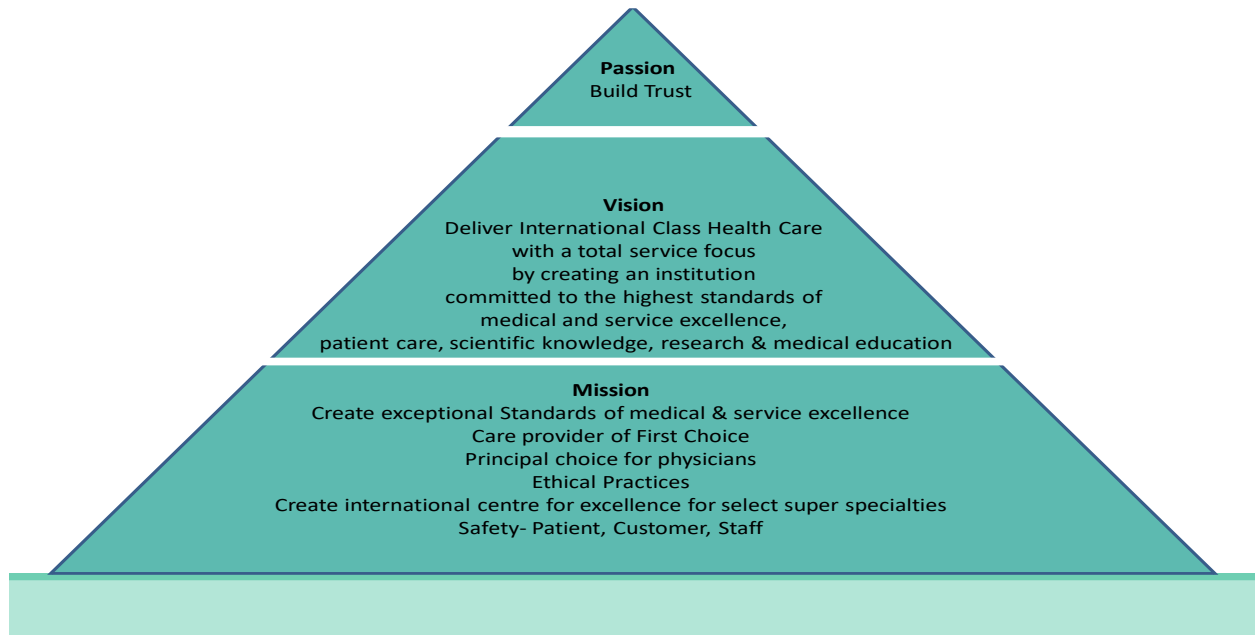
Goals of Internship:-

- To understand the organization culture
- To understand the process flow of various departments
- To assist administration in day to day activities
- To acquire knowledge and skills through practical training
- To inculcate good communication skills for an effective interaction with the employees and patients.
- To understand documentation, finance and accounting procedures of the organisation

Organization Profile:-

Max Vaishali Super Speciality Hospital is a 350-bedded healthcare service provider offering Specialty Treatments and Tertiary Care facilities to its national and international patients. Built on 3.5 acres of land, this hospital is conveniently situated on NH24, and has been designed to exude a curative ambiance for all. The best in class infrastructure and technologically advanced equipment conjoined with a massive clinical talent pool ensures that the patients receive safe and compassionate patient care. The management team of the hospital carries an unrelenting zeal of developing an affordable and efficient health care system. Driven by its mission of providing innovative, efficient, high quality, and cost-effective health care solutions, the team at this hospital constantly endeavors to leverage its skill and expertise to the maximum. The dedicated team of seasoned specialists, accomplished surgeons, efficient nursing staff, and knowledgeable technicians offer the patients with a clinical experience which is at par with excellence.

Mission Vision Statement



Values:



Staffs:-

Consultants	300 appx
Nurses	460 appx
Total staff (on –roll)	1150 appx
Outsourced staff	340 appx

The hospital caters to relatively all the specialties, such as,

- Cardiology
- Dermatology
- Gastroenterology
- Gynecology
- Infertility
- Neurosurgery
- Rheumatology
- Orthopaedics
- Pulmonology
- Paediatrics
- Internal Medicine
- Oncology

Apart from offering Surgical, Preventive and Curative Services for all specialties, the establishment also offers,

- Emergency & Trauma Services
- Critical Care Services
- Ambulance Services
- Laboratory Services
- Diagnostic Services
- Homeopathy Treatment
- Nuclear Medicine Services.

The hospital caters to its international patients by providing a wide array of services, such as, Travel Assistance, Language Services, and many more. Other facilities and amenities provided by the hospital include Blood Bank, Pharmacy, TPA Services, and Cafeteria.

Medical Departments of MAX Hospital

Max Superspeciality hospital, Vaishali is a 9storey hospital. The infrastructure is such that itprovides best facilities to each department and also better patient caring services to all departments

The bed strength of the hospital is 350 beds till now.

- **Emergency Department, Outward Patient Department, Inward patient Department:**

The emergency department is also called the emergency room (ER), accident and emergency department (A&E) or casualty department. The department operates 24 hours a day with the staff well equipped to provide emergency care to the needy.

Emergency Department is located at the ground floor of hospital premises where patients in trauma, accidental, unconscious condition, critical condition are taken and provided with primary treatment. On the patient condition and relative's permission the patient is then admitted for the future treatment.It's a 14 bedded facility with 12 beds colour coded according to triage and 2 beds placed in the resuscitation area.

Triage

To cater to the needs of all patients entering ER, prioritization of cases based on clinical needs is an important operational aspect of the department. This process is known as triage.

For those responsible for the triage of patients arriving in the emergency department, the purpose of triage is to determine to which pre designated patient care area the patient should be sent. The

locations to which the patients are 'triaged' establishes priorities for care. ("Emergency Department", (2006), retrieved from <http://www.emergencymedicine.in/Moreabout/Edepartment.htm>)

The advanced triage system involves a color-coding scheme using red, yellow, green, white, and black tags:

- Red tags- (immediate) are used to label those who cannot survive without immediate treatment but who have a chance of survival.
- Yellow tags- (observation) for those who require observation (and possible later re-triage). Their condition is stable for the moment and, they are not in immediate danger of death. These victims will still need hospital care and would be treated immediately under normal circumstances.
- Green tags- (wait) are reserved for the "walking wounded" who will need medical care at some point, after more critical injuries have been treated.
- White tags - (dismiss) are given to those with minor injuries for whom a doctor's care is not required.
- Black tags- (expectant) are used for the deceased and for those whose injuries are so extensive that they will not be able to survive given the care that is available.

(Stoppler C M (2014), *Medical Triage: Code Tags and Triage Terminology*. Retrieved from <http://www.medicinenet.com/script/main/art.asp?articlekey=79529>)

Patients who require immediate medical care are taken to resuscitation areas, while the dead are moved directly to the morgue.

Resuscitation Area

"This area is dedicated to the immediate care of patients and victims in cardiac arrest, airway, breathing and circulation compromise. The 'Resus' area consists of two or more resuscitation beds (sometimes up to 12) with all resuscitative equipment (monitors, defibrillators, airway, intubation & surgical equipment) available at an arm's distance including paediatric resuscitation kits.

A patient may be shifted to the Resus area from outside or from an area within the hospital or emergency department itself.” (“Emergency Department”, (2006), retrieved from <http://www.emergencymedicine.in/Moreabout/Edepartment.htm>)

Minor Procedure Room

“Procedures like washing, dressing & suturing of wounds, reduction & splinting of fractures & dislocations, and other minor surgical procedures are done here.” (“Emergency Department”, (2006), retrieved from <http://www.emergencymedicine.in/Moreabout/Edepartment.htm>)

- **OUTPATIENT DEPARTMENT:** It is located on floors 1,3,4,5 of the hospital and has separate admission and billing counter.

Average no. of OPD patients 240-250 per day (Including old and new patients)

- **INPATIENT DEPARTMENT:** It is located on 1st -7th floor of hospital. Each patient is given a unique UHID No. on registration and also IP No. on admission
- **INTENSE CARE UNIT (ICU):**

ICU is divided into various categories according to patient treatment

MICU for medical treatment patients (7th Floor)-15 beds

SICU for surgical patients (3rd Floor)-6beds

NICU (3rd floor)-14 beds

PICU- 1st floor- 8 beds

- **Department of Radiology:**

The Department of Radiology forms an integral part of the hospital. It is Located at the ground floor. From the CT scan and MRI to the Echo and Stress departments, the very best in medical equipment is made available to every patient.

Around 90 patients come for the imaging of their body.

- **Department of Nephrology:**

The Institute of Kidney Diseases at Max Hospital, Vaishali is the leader in kidney disease management and provides a full spectrum of services and takes pride in teamwork to achieve the best possible outcomes in a range of disorders from congenital to acquired and degenerative.

Patients with kidney diseases need quality care, guidance, and hope and the department of nephrology at Max Vaishali has pioneered the development of renal/kidney transplantation in both live and cadaveric donor renal transplantation programs to offer a definite ray of hope for individuals.

- **Department of Oncology:**

Traditionally, cancer care centres in India have always followed a conventional – vertically-driven approach to the treatment of cancer. However, the department of Oncology at Max Vaishali takes a different approach to the diagnosis, treatment, disease management and rehabilitation of cancer patients altogether. The treatment design at Max Hospitals follows an integrated approach which involves super specialists from different medical specialities coming together to provide “Multi Super Speciality Organ Specific Cancer Care.”

As one of the one of the best hospitals in Delhi-NCR, Max Hospital offers end-to-end options for cancer treatment in India delivered by the one of the best cancer specialists in Delhi- NCR.

The distinctiveness of the institute lies in its efforts to treat the cancers of different organs of the body with different but comprehensive procedures.

Apart from the clinical work the department also is successfully running the Chemotherapy course in cancer surgery.

- **Department of cardiology:**

The Centre of Excellence for Cardiology, Cardiothoracic & Vascular Surgery at Max Hospital, Vaishali is a comprehensive, innovative and advanced care facility. Offering the complete spectrum of endovascular procedures - coronary intervention and peripheral intervention, heart surgery, heart bypass surgery as well as heart transplantation surgery - the Centre is one of the first and few facilities in India to perform a coronary PCI by radial artery approach.

A team of experts, physicians and nurses, the Centre employ evidence-based medicine blended with patient-centred care to ensure each individual receives the most advanced and comprehensive cardiac care. Each individual is viewed uniquely and therefore personalized care is imparted with precision and greater understanding of their problem

The Heart Transplant facility at Max Hospital, Vaishali is one of the best heart transplant hospitals in India with most individuals undergoing a heart transplant surgery returning to normal activities as they were prior to the surgery

The department also has an ultramodern non-invasive cardiology investigation which consists of latest colour Doppler, echo machines and treadmill.

- **Department of Gynaecology:**

The Department of Obstetrics and Gynaecology offers comprehensive and personalized total care for all women-related ailments. Covering all aspect of women-health from young teenagers to the elderly, the highly experienced team of consultant gynaecologists provides out-patient services on all weekdays.

The Department provides a modern, safe and maternal-friendly environment for 'mothers-to-be' alongside a complete multi-specialty backup. With expertise in handling all open as well as laparoscopic gynec surgeries - including total laparoscopic hysterectomy alongside hysteroscopy – the Department provides facilities for painless labor with continuous electronic foetal monitoring and supports all high-risk pregnancy cases that multi-specialty consultants.

Department of ENT:

The Institute of ENT, Head & Neck surgery at Max Hospitals, Vaishali delivers comprehensive treatment and services for problems related to Ear, Nose, Throat as well as the Head, Neck, and Skull-Base all under one roof. Using the most modern and innovative technology, the institute is adept at carrying out both basic and advanced nasal endoscopic surgeries for endoscopic and combined skull-base surgeries, micro ear/micro laryngeal surgeries, nasal/laryngeal/oesophageal endoscopies, and surgery for deafness.

Primary objectives of the Institute of ENT, Head & Neck surgery at Max Hospitals, Vaishali include:

- To provide the International standard quality of care to patients with simple as well as complicated ear, nose, and throat disorders
- To provide the best possible education to trainees including medical and paramedical personnel
- To involve in active research to find new insights into the pathophysiology and treatment of otolaryngological disease
- To provide corporate care at affordable prices to economically weak population through community service activities

Department of Dermatology:

The Department of Dermatology at Max Vaishali provides the best treatment for all skin related ailments. Treatments are available for both common skin rashes, itchiness etc., as well as for rare and complex skin disorders. The expert panel of doctors at the Department cater to both general dermatology as well as cosmetic services for all age groups. Aside from dermatological and cosmetic services, Max Hospitals also treats various symptoms of skin cancer.

Department of Orthopaedics:

One of the best orthopaedic and joint replacement units in the country carrying out extensive knee and hip replacement surgeries, the institute provides both minimally invasive and comprehensive pain management procedures to individuals. With an integrated centre for General Orthopaedics, 24 x 7 Fracture Clinic, Trauma Management, and Joint Replacement, the

Institute offers the expertise of orthopaedic doctors who provide consultation and highly individualized treatment options for a number of joint and musculoskeletal problems.

Department of Gastroenterology:

The Department of Gastroenterology at Max Hospital is one of the best in the country because it takes a multidisciplinary approach to the treatment of gastroenterological problems. Diverse specialities give their inputs when it comes to the evaluation and treatment of various digestive diseases. A critical multidisciplinary team of medical gastroenterologists and specialist surgeon's work together to ensure a comprehensive solution to all gastroenterological problems. The Institute also employs advanced investigations and offers expert advice on diet and lifestyle.

Blood Bank:

Blood bank provides blood during surgery and other emergency states.

Pathology Lab :

Lab takes the sample (Blood, Urine, spasm etc) of the patient after advice from the consultant and carry out the test and report to the consultant.

OT Complex:

It is Located on the 2nd floor of the hospital. The hospital has Seven Operation theatres, where procedures from following departments are performed:

- General Surgery
- Gynaecology
- ENT
- Cardiothoracic
- Surgical Oncology
- Orthopaedic cases.

Pharmacy:

Pharmacy store is located on ground floor for the IPD and OPD patients and also on 3rd floor, adjacent to OT for the OT supplies.

Pharmacy consists of each type of medicine. It's open 24/7.

Non-Medical Departments:**Administration:**

Administration looks at the normal functioning of the hospital. They have various departments under them

1. Human Resource Department
2. Marketing Department
3. Bio medical Department
4. Accounts Department
5. Finance Department
6. IT Department

Medical Service Department:

MSD looks at the functioning of doctors, wards availability, Clinical meet of patients, procedure treatment of the patient, billing and other queries

Patient Welfare Committee.

PWC looks at the welfare of the patient like needs of the patients, resolving problems of the patients and of relatives etc.

Central Sterile Supply Unit:

CSSD looks at providing sterile and cleaned equipments and dressing materials to the hospitals.

Medical Records Department: MRD looks at the maintenance of the records of the patients which will be needed in court cases, govt nodes, for insurance claims etc.