

**Internship
at
Dell International Services India Pvt. Ltd.,
Bangalore**

***By*
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*MBA Hospital and Health Management
2014-2016*

The logo for IIHMR University, featuring a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
**The IIHMR University, Jaipur
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Introduction

We were supposed to undergo internship for a period of three months with an organization from February 08, 2016 to April 30, 2016.

Internship is an integral part of the course we are undertaking MBA Hospital and Health Management.

I did my internship from Dell International Services, Bangalore.

During internship, we were supposed to help the manager in day-to-day operations. Through this process we were expected to gain practical knowledge and skills to handle managerial issues related to the organization. During this period we were supposed to perform tasks that were given by the manager. The tasks would be helping managers in their routine work. Another task would be to help them to carry out any small project in the duration of three months.

Goals of Internship

- To observe the procedures and protocols followed at Dell.
- To observe the organization culture and learn from it
- To learn the soft skills
- To observe human skills
- To understand documentation, finance, and accounting procedures
- Help manager in the routine work
- Help them to carry out any small project if feasible in the available time

ORGANISATION PROFILE

Dell is a leading provider of end-to-end scalable solutions for customers around the world—delivering technology solutions that enable people everywhere to grow, thrive, and reach their full potential. Michael Dell founded the company more than 30 years ago in Austin, Texas, and since then we have been listening to and engaging our customers with their insight guiding everything we do. Dell’s end-to-end solutions strategy—and the innovations and investments it makes to enable that strategy—are, as you would expect, truly customer-inspired.

Services provided by Dell

- Healthcare and life sciences
- Banking, financial services, securities and insurance
- Manufacturing, energy and utilities
- Consumer industries (retail, packaged goods and logistics)
- Education, state and local government
- Travel and hospitality
- Telecommunications, media and technology
- U.S. federal government

Dell in Healthcare

Dell has established four solutions groups to support customer segments—end-user computing, enterprise solutions, software and services—and is committed to designing and delivering technologies that are practical, relevant, and customer-inspired. Dell’s goal is to provide the best tools, products, and services for realizing hosting efficiencies, while improving service delivery. Through automation, standardization, and the right set of tools, IT works smarter to provide the “always-on and anywhere” service that end users expect.

As a leader in healthcare IT for more than 30 years, Dell is continuously chosen by customers to understand and identify the right solutions that help improve care, drive overall efficiency, and manage financial risks. The company offers end-to-end solutions for healthcare providers and health plans, including hardware, software, hosting, application implementation and support, systems integration, consulting, business process services, and services for

Electronic Health/Medical Records (EHRs/EMRs), Health Insurance Exchanges (HIXs), revenue cycle management, and policy administration.

Dell's global reach encompasses operations in North America, Europe, the Middle East, and Asia. Dell currently manages IT projects for more than 1,000 hospitals worldwide. The team of experienced technologists within Dell has gained an in-depth understanding of the challenges inherent in integrating IT solutions within the most complex healthcare multi-vendor environments.

Dell's secure end-to-end solutions and services enable healthcare organizations to solve critical problems and enhance patient care. The company's goal is to build and support information-driven healthcare environments. This dynamic environment empowers caregivers and patients with technology, data, and processes to integrate new IT services into their daily routines for the betterment of care delivery.

Dell has successfully assisted customers with meeting their organizational goals through offering support from extremely qualified and experienced individuals who "know" healthcare organizations and workflow processes.

Industry Recognition

- Positioned by Gartner in the "Leaders" quadrant of the *Gartner Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services, North America* for the fifth consecutive year.
- Ranked "#1 IT Services Provider to Healthcare Providers," by Gartner for the sixth straight year.
- Positioned as a leader in Everest Group's "IT Outsourcing in the Healthcare Provider Industry—Service Provider Landscape with PEAK Matrix Assessment" for a third consecutive year

Training

As a part of training we were first trained about the US Healthcare and the EMR.

I was posted in the EMR department which supports various EMR applications like CERNER, MEDITECH, MCKESSON and NEXTGEN. These applications are utilized in the various hospitals of the United States of America.

We got in depth training of the Paragon EMR application which is a part of Mckesson product.

We had to perform various tasks like incident and request management which basically dealt with the problem being faced by the health care providers while using EMR. We were also given tasks to provide user access in a specific health care facility in case of a new user or to terminate a user in the system.

We had to delegate tasks to various people and we had to oversee if all the processes are working properly .We also had to monitor nightly closing and check if there are any errors and remove those errors.

Another task we were given was to test if a programme was working properly and it had 350 steps.