

**Internship
at
Thumbay Hospital
Ajman, UAE**

***By*
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The logo for IIHMR University, featuring the letters 'i' and 'IIHMR' in a stylized font, with 'UNIVERSITY' in a smaller font to the right.
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PART A – INTERNSHIP REPORT

Objectives and Purpose of the Internship

It is imperative in the field of management to do internship at the end of class room teaching. As a part of the curriculum of Post Graduate Diploma in Healthcare Management, I was supposed to undergo 3 months of internship with a healthcare organization to learn various management processes. It allows having hands on experience that is sometime missing in theoretical knowledge.

It is crucial to conduct an independent project / analysis during internship. It also gives a value addition to the respective organization. The fundamental objectives of the internship are:

- To understand and get involved in day to day operations in the organization and its various departments/ services.
- To comprehend the interdepartmental coordination.
- To find an area in the organization where improvement is required and where management knowledge and skills can be imparted.
- To efficiently carry out the projects/ special responsibilities assigned to me in insurance department.

Routine or general management

Our day in hospital begins with core group meeting in which all the activities of previous days were discussed and then every member was assigned a specific task apart from his routine department work. Then we use to go out and complete our daily tasks and additional responsibilities. We were involved to see various parts of insurance department i.e. Out-patient approval, In-patient approvals, Admission approvals, Claim Processing, E Claims, First Verification, Final verification and reconciliation. All this helped us lot to understand the dynamics of insurance department.

Departmentsvisited / associated with:

a) Accident and Emergency Department

The Accident and Emergency Department at GMC Hospital is staffed by experienced doctors with multi-disciplinary training. The department is supported by resident doctors and nursing staff with special training to handle cases of Accidents and Emergencies. The department treats around 3500 patients per month.

24 hours emergency services and trauma care.

It is associated with insurance department for emergency approvals and claim management.

b) MRD- MRD of the hospital is very impressive. The files are maintained in a proper way with a checklist on each file to ensure if all the documents are present or not and in any file if any document is missing then the MRD official call the particular nursing station to ensure that they complete the file on time. They also update information of every patient from the files to the HMIS and provides a great help to insurance department.

c) Insurance Department

Thumbay hospital is a world-class medical institution offering quality and affordable specialized superior medical care complemented by a warm and personalized human touch to the members of most of the insurance companies in UAE.

This Department is staffed by a team of expert professionals who assist in administering to the needs and queries of patients holding insurance cards. It was an honor to be the part of the team and working in it.

d) Patient Affair Department

Patient Affairs Department (PAD) basically works for all Out patients as well as Inpatient activities, coordinating with all related things right from the Counseling, Admission, Inpatient Care till the Discharge of the Patient.

Department services are made available by a group of very experienced team members.

Department is working round the clock seven days a week.

Department services are made available on weekends and on Public holidays to both outpatients and Inpatients on basis of need.

For smooth operation and patient convenience department staff works with four billing personnel in Straight shift and two billing assistants with split duty timings.

Organization Profile

Thumbay Hospital, Ajman, a tertiary care hospital, is recognized as centre of excellence for providing medical care, and research facilities of high order in the field of medical sciences. It is the *First JCI Accredited hospital in Ajman*. The hospital is centrally air-conditioned having capacity of 121 functional beds state-of-the-art operation theatres and intensive care beds.

Thumbay Hospital is a growing healthcare chain, with state-of-the-art facilities and an unparalleled commitment to patient care. Thumbay Hospital is founded on the vision of becoming an integrated Healthcare Delivery Organization driven by quality, excellence, technology and compassionate care. It is one of the largest private healthcare companies in U.A.E., has one of its branches in Ajman. It focuses on cardiac sciences, neurosciences, renal sciences and gastrointestinal diseases, Obstetrics and Gynecology, Pediatrics. Besides, the hospital also provides services in mother and childcare, orthopedics and a complete range of multi-specialty services in all disciplines.

Thumbay Hospital has dedicated facilities for comprehensive care of trauma patients and others in need of emergency care including an emergency operation theatre (OT) and a 10-bedded medical intensive care unit (MICU). It is the first amongst the proposed multi super specialty hospitals to be set up in the Emirate of Ajman, with the mission to bring quality medical care at doorstep. It is also the first hospital in the Emirate of Ajman which is going for JCI Accreditation.

Multi Specialties - Orthopedics and Joint Replacement, Diabetes and Endocrinology, Dermatology, Internal Medicine, Pulmonary, Medicine, Ophthalmology, Dietetics, Physiotherapy and Preventive Health Check, General Surgery, Dental, Cosmetic and Plastic, Surgery, ENT, Gynecology and Obstetrics, Pediatrics and Neonatology.

Vision of Thumbay hospital:

The vision of GMC Hospital and Research Centre is to be recognized as a leading Academic Healthcare Center providing a high quality of patient centric specialty healthcare services to the community integrated with medical research and clinical training.

Mission of Thumbay hospital:

- Thumbay hospital is committed to provide ethical patient care focused on patient safety, high quality care and cost effective services.
- Thumbay Hospital is committed to integrate latest trends in education to produce competent healthcare professionals who are sensitive to the cultural values of the clients they serve.
- Thumbay Hospital strives to attain the highest of quality and accreditation standards.

History:

- First JCI Accredited Hospital in Ajman, UAE
- It is the First Private University Teaching Hospital in U.A.E.
- Thumbay hospital is affiliated to Gulf Medical University and was operational in 2002.
- First dedicated Patient Affairs Department in the private sector in the country.

Location:

- Thumbay hospital is located in Ajman, one of the 7 emirates of U.A.E.

Organization Structure:



Figure 1 Organization structure

Managerial Tasks performed:

- I was appointed in Management Trainee to work for OP approvals & IP Approvals.
- I was a part of claim processing, verification and reconciliation teams also, where I specifically managed Obstetrics and Gynaecology department.
- First verification of maternity claims was also done by me.