

Internship at
Civil Hospital Patiala, Punjab

By

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INTRODUCTION:

The Punjab Health Systems Corporation was enacted through a special Act of Legislation to provide for the constitution of a Corporation for establishing, expanding, improving and administering medical care in the State of Punjab. The Managing Director is the Executive officer of the Corporation and implements the decisions of the Board of Directors and exercises general control and supervision over the hospitals under PHSC. There are 176 Health Institutions under PHSC, out of which are 21 District Hospitals, 2 Special Hospitals, 34 Sub-divisional Hospitals and 119 Community Health Centres. A wide spectrum of health care facilities, preventive, promotive and curative, are provided in these institutions.

Out of these 21 District hospital I got a chance to serve in district hospital Patiala.

District Hospital Patiala is 250 functional Bedded hospital. Hospital catering general opd, emergency, blood bank, laboratory and surgery, gynae OPD, Paediatric OPD, ICTC lab, USG, Maternity ward, Gynae OT, SNCU, Paediatric ward, adolescent friendly clinic.

GOALS OF INTERNSHIP:

- To understand the ecosystem of public health facilities.
- To gain insight about overall functioning of organization.
- To gain understanding of each department and their functioning.
- To gain practical knowledge and skills to handle managerial issues.
- To gain the knowledge of Quality Assurance

ORGANIZATION PROFILE

Mission

To Establish a system of Reliable, Timely and Good Quality Health Care Delivery with a Patient Centric Approach.

SERVICES OFFERED BY THE HOSPITAL

SPECIALITIES

- Dentistry
- Ear, Nose and Throat
- General Surgery
- Gynecology and Obstetrics
- Internal Medicine

- Orthopedics & Joint Replacement
- Pediatrics
- DOTS
- Clinical Psychiatry

DIAGNOSTIC AND IMAGING SERVICES

- Blood Bank
- Pathology
- Critical Care
- Emergency and Ambulance Services

24 X 7 SERVICES

- Ambulance
- Emergency

SUPPORT SERVICES

- Laundry
- RKS

A QUICK TOUR

- 250 Functional Bedded District Hospital
- 24 X 7 emergency with fully equipped ALS/BLS Ambulances
- Blood storage bank
- Radio- diagnosis & Imaging sciences
- Clinical Pathology-Biochemistry & Microbiology
- Training Hall
- JSSY, RBSK, RBSY, RKS, Red Cross society empaneled.

FLOOR PLAN

BLOCK A

Ground floor

- OPD wing
- Dispensary
- Reception
- Billing and discharge
- Injection Room
- ECG Room
- Doctors OPD

First floor

- Doctors OPD
- STD clinic
- Dietician Room

BLOCK B

Ground floor

Ultrasound room

Gynae OPD

ICTC

First floor

- Labour Room

Second Floor

- Operation theatre

BLOCK C

Ground Floor

- Laboratory
- Dental OPD
- X-ray Room

First Floor

- Dialysis
- Female Surgical Ward

Second Floor

- Tubectomy Ward

BLOCK D

Ground Floor

Conference Room

Antenatal Ward

First Floor

SNCU

Telemedicine Room

Dining Room

CLINICAL SERVICES

Those services are which are directly related to medical practice. These include

1. Outpatient department
2. Inpatient department
3. Accident and emergency department
4. Laboratory
5. OT
6. Dialysis unit

NON- CLINICAL SERVICES

Those services are which are related to administrative and non-medical side of the hospital. These include

1. Admission and Billing
2. Medical record department
3. Pharmacy
4. Housekeeping
5. Finance
6. Purchase department
7. Security
8. Laundry

9. Maintenance Department

CLINICAL SERVICES

Out Patient Department

Patient who in the considered view of a competent professional do not immediately require hospital admission and who can satisfactorily have treated on a domiciliary basis are classified as ambulatory patients and commonly called as out patients. Hence the department of ambulatory care is also known as outpatient department.

Inpatient Department: -

Inpatient department deals with inpatient care of patients whose condition requires admission to a hospital. Progress in modern medicine and the advent of comprehensive outpatient clinics ensure that patients are only admitted to a hospital when they are extremely ill or have severe physical trauma.

Operation theatre

General surgeries, ENT surgeries, Orthopedic surgeries, eye surgeries, Cesarean section, and sterilization surgeries are done here.

Dialysis unit

It deals with the artificial replacement of the lost kidney function in patient with renal failure to remove excess water and waste products from the blood

NON CLINICAL SERVICES

Admission and Billing: -

This is the department involved in admission and billing of the patient as per government policies.

Medical record department

MRD is the custodian of all the discharged/expired health records documents. The MRD staff ensures the confidentiality, preservation, storage and retention of the documents.

The department deals with record collection, codification, storage, analytical evaluation and retrieval of record if needed.

Pharmacy

The goal of the pharmacy is to procure and provide medicines and surgical items to the patients. The pharmacy serves various areas of the hospital like customs, special wards .The Department services include procurement and providing medicines to the patients.

The department also provides medicines to the wards after procurement.

Housekeeping

The aim of the department is to achieve defect free room with 100% hygiene and cleanliness to maximize patient's satisfaction along with minimum cost. The department performs activities like cleaning providing room amenities, pest controlling and waste disposal.

Finance

The department provides accurate relevant and timely financial information necessary in making the right business plan and decisions. The finance department looks into the business building insight, areas for lowering cost and improving profitability, updating of bills on daily basis for IPD patients. The billing staff has overall responsibility for coordination of various functions and daily basis report for the admission and provide the necessary solution to daily problems as deemed proper and reasonable.

Security: -

The department provides proactive, competent services, to protect the life and property of every individual present in the premises, to prevent any action or situation that might result in an injury or death when a patient/attendant/visitor/employee are lawfully on the hospital premises.

Laundry

The department delivers spotlessly clean and hygiene linen and uniforms to the users of different departments. The department maintains records for issued linen, received linen, new linen and alteration if needed. The department treats infected/contaminated linen, treats heat labile linen.

