

Internship at
Punjab Health Systems Corporation, Jalandhar, 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 Civil Hospital I got an chance to serve in Civil Hospital, Jalandhar.

Civil Hospital, Jalandhar is 550 functional Bedded hospital with 2 buildings.

One old building catering general opd, emergency, blood bank, laboratory, , ICTC lab, USG, and surgery.

While the new building caters MCH it has gyanae OPD, Paediatric, OPD Maternity ward, Gyane 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

- 200 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 (MCH Building)

Ground floor

- Gynecology OPD
- Pediatric OPD
- Reception
- Maintenance Department
- P.P Unit
- Labour Room

First floor

- Operation Theatre
- Maternity ward
- Post hysterectomy ward
- Caesarian ward
- SNCU
- Pediatrics Ward

Second floor

- Maternity Ward

Old Building

- Psychiatry OPD
- Ophthalmology OPD
- X-ray Room
- ENT OPD
- Dental OPD
- Orthopedic OPD
- Medicine OPD
- Injection Room
- Drug Counter
- SMO Office
- Clerical Office
- Male surgical ward
- Female surgical ward

- Male medical ward
- Female medical ward
- DOTS clinic
- Isolation room
- General Operation theatre
- Accident & emergency
- Triage area
- Microbiology Laboratory
- Laboratory
- Blood Bank
- Mortuary
- De-addiction center
- Junk store
- Laundry
- Dialysis Unit

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 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

Old hospital

General surgeries, ENT surgeries, Orthopedic surgeries and eye surgeries are done here.

MCH wing

Cesarean section, 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.