

Internship at
Monilek Hospital & Research Centre, Jaipur

By

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INTRODUCTION

We have great pleasure in introducing ourselves as one of the reputed 100 bedded Multi-Specialty and Super-specialty Hospitals in Rajasthan, equipped with ultramodern and state-of-the-art facilities for Comprehensive Care – from OPD Consultations and routine health check-ups to Intensive Care and Specialized & Super-Specialized Surgeries. Our hospital is unique in the region in terms of facilities as well as patient care. This hospital was started in Jaipur in the year 1986 by an experienced team of Physicians and Surgeons and the Trustee – an eminent philanthropist, Mr. Lekhraj Odhrani. With their dedication and vision, the hospital has grown to induct a number of specialties, culminating in, this first private Renal Transplant Centre in Rajasthan, to become a multispecialty tertiary care hospital. The total bed strength has reached to 100 beds and is growing. It is continuously growing under the visionary of CEO. Dr S.L Tolani , Mrs. Kavita Kaushik, Dr. Praveen Chandra , Mr. B.A Manwani boosted with great expertise in healthcare by leading clinician, astute management team supported by highly trained clinical and non-clinical staff. . It is known for our world class treatment and patient satisfaction. Hospital is equipped with most advance technologies and equipment. To serve the community at large we have energetic, enthusiastic, forward looking, devoted and able technical expertise of consultants from within and outside the country. Monilek Hospital is backed up by the trained supportive staff, efficient system procedures with an aim to cater the needs of Rajasthan.

GOAL OF INTERNSHIP

To Gain essential background knowledge

To Perfect interpersonal skills

To learn the technical expertise

To build a network of contacts

ORGANIZATION PROFILE

The Mission:

The hospital is committed to provide quality and affordable healthcare using cutting edge technology with transparent modern clinical practices aimed to achieve patient satisfaction.

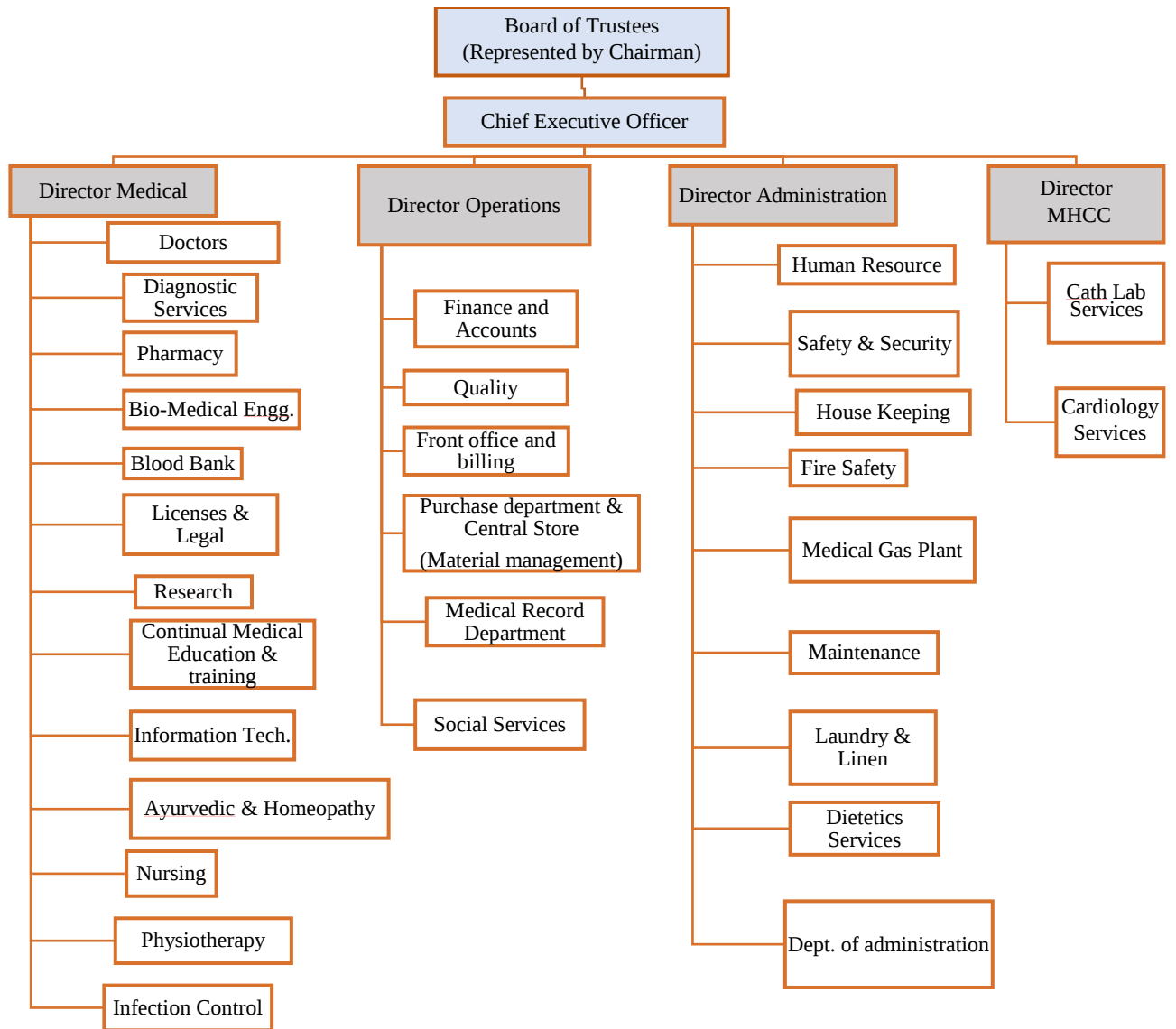
The Vision

To build an ethical healthcare institution that will be a benchmark in providing advanced healthcare services to the masses.

Our Value:

Patient's Satisfaction at affordable price.

MONILEK HOSPITAL AND RESEARCH CENTRE THE LEADERSHIP TEAM



SERVICES OFFERED BY THE HOSPITAL

SPECIALITIES

Anesthesia

Dentistry

Dermatology

Ear, Nose and Throat

General Surgery

Gynecology and Obstetrics

Internal Medicine

Orthopedics & Joint Replacement

Pediatrics

Physiotherapy

Cardiothoracic & Vascular Surgeries

Pulmonology

Kidney Transplant

Prostate Surgery

Clinical Psychiatry

Diabetes and Endocrinology

Gastro-Intestinal Surgery

Interventional Cardiology

Noninvasive Cardiology

Nephrology

Pediatric Cardiology

Plastic Surgery

Urology

Gastroenterology

SUPPORTIVE SERVICES

Department of Dietetics

Physiotherapy

DIAGNOSTIC AND IMAGING SERVICES

Blood Bank

Pathology

Critical Care

Emergency and Ambulance Services

24 X 7 SERVICES

Ambulance

Pharmacy

Emergency

Laboratory

Radio diagnosis

A QUICK TOUR

100 Bedded Multi Specialty Hospital

Modular “class 100” Operational Theatre

24 X 7 emergency with fully equipped ALS/BLS Ambulances

Blood storage bank

Radio- diagnosis & Imaging sciences

Clinical Pathology-Biochemistry & Microbiology

Non-invasive cardiology

Café lounge

Conference room

FLOOR PLAN

BASEMENT

Blood bank

Laboratory

Radio- diagnosis

Marketing Department

Housekeeping Department

Biomedical engineering department

Electric maintenance department

GROUND FLOOR

OPD

Reception

OPD pharmacy

Billing and discharge

Cafeteria

Emergency department

FIRST FLOOR

IPD Counter/ TPA/Bhamashah

Male general ward

Female general ward

Dialysis

Second floor

Private ward

NICU

THIRD FLOOR

4 OT

ICU

Post-transplant ward

FOURTH FLOOR

CEO and Directors

Accounts Department

Human Resource Department

Quality department

CLINICAL SERVICES

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

Outpatient department

Inpatient department

Accident and emergency department

Laboratory

OT

Dialysis unit

Physiotherapy department

CSSD

NON- CLINICAL SERVICES

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

Admission and Billing

Quality Assurance Department

Human Resource Department

Medical record department

Pharmacy

Housekeeping

Marketing

Finance

Information technology

Food and beverages

Purchase department

Engineering

Patient welfare department

Bio medical engineering

Security

Laundry

CLINICAL SERVICES

Out Patient Department

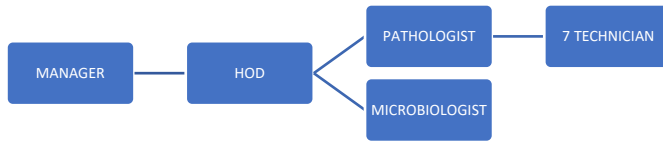
Patient who in the considered view of a competent professional do not immediately require hospital admission and who can satisfactorily treated on a domiciliary basis are classified as ambulatory patients and commonly called as out patients. Hence the department of ambulatory care is also known as outpatient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

Pathology Department:-

All types of diagnostic test are performed here under the guidance of pathologist. There are fully automatic machines with provide the specific results. Some services are outsourced from different companies.



Operation theatre

All type of surgeries are performed here. There are SICU, MICU, NICU and General ward. The services include invasive monitoring, patient assessment (physician, nursing, dietary and physiotherapy).

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

Physiotherapy:-

The department provides facilities such as Electrotherapy, Diagnostic, Manual, Mechanical mobilization Therapy, Exercise therapy etc.

CSSD:-

The department provides clean and sterile supplies which help in reduction of infection and improving the quality of care. The department provided infection control by educating staff on different topics

NON CLINICAL SERVICES

Admission and Billing:-

This is the department involved in the counselling to the patients, admission process and guiding them while billing is done after final discharge of the patients.

Quality Assurance Department:-

Headed to maintain and perk up the standards. Quality assurance (QA), the activity of providing evidence needed to establish quality in work and the activities that require good

quality is being performed effectively. It included all those planned or systematic actions necessary to provide enough confidence that a product or service will satisfy the given requirement for quality.

Human Resource Department

The department helps to ensure the availability and retention of quality talent to meet organization goals and objectives and to provide overall growth and development of employee's orientation and functional training. The department looks into the matter like attendance and leave management, appraisal and promotion process ,medical benefits, employee welfare programs, payroll management , grievance handling.

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 if needed and give details to the billing department at the time of discharge of patients.

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.

Marketing

The department is responsible for the revenue generation through brand building, retail sales, cooperate marketing, PR and media communications and liaison with the government. Some activities of the department are brand awareness, events management, cooperate social responsibility and ensure business and growth in line with organizational objectives.

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.

Information technology

It department provides it values to the end users with respect to their day to day function. The department serves various departments for IT infrastructure, hardware and network, anti-virus services, internet services, upgradation of software, telecommunication between various departments, auditorium functioning.

Dietician:-

The department provides the food and beverages to the esteemed customers. The department performs daily audits of the store and kitchen areas, take round of the entire service area with and after the service timings, monitoring of services.

Engineering:-

The department manages all the engineering and machines, supervising day to day hospital maintenance work and ensuring smooth functioning of facilities of the hospital. The department coordinates with various department non-medical so that there is no hindrance in day to day work of all facilities. The department is responsible for managing plant engineering equipment, utilizes spares and consumables like diesels generators, plumbing, pipelines, ventilation, air conditioner, water treatment plants etc.

Patient welfare department:-

The departmental goal is to make and position the hospital as a center of excellence by ensuring customer satisfaction through personalized customer care. The department manages patients attendants expectations as well as keeping the interests of organization alive, improves the quality of the services for the patients through feedback given by the, networking within the organization for the benefit of the patient and attendant.

Bio medical engineering:-

The department installs commission and maintains all the medical equipment in an efficient and cost effective way and makes technical appraisal and recommendation for purchase of new equipment. The department provided inputs to commercial department about new/renew of contract with equipment supplier including annual maintenance contracts.

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.