

**Internship at**  
**Dr. Virendra Laser and Phaco Surgery Center Eye Hospital,**  
**Jaipur**

*By*

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*Dissertation submitted for the partial fulfillment of the  
MBA Hospital and Health Management*

*Academic year, 2016-2018*



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### **3About the Internship program**

Internship is an integral part of two-year MBA programmed. The duration of internship is of 3 months (February- April 2018) and is started after completing second year course. It is an important phase during which we are given a chance to work with an Organization and learn about the proceedings and processes of different departments.

I have joined here at Dr.Virendra Laser &phaco Surgery Eye Hopsital, Jaipur. I am working here as an Operation Manager, responsible for the smooth function of OPD.

#### **GOALS OF INTERNSHIP**

I had the following Objectives for my internship:

- Learn about the Organization and its day to day procedures. I wanted to learn about various types of eye care specialties and facilities available here.
- Learning new terminologies used here to treat. Understanding various protocols for each department like documentation, finance, and other managerial proceedings.
- As this hospital was going to be an NABH accreditation phase, it was also a goal to do the gap assessment.
- Finding gaps in various stages of services and fulfilling them.
- To observe OPD process flow.
- Identifying difficulties and provide recommendations as per need

#### **RESPONSIBILITIES**

- Leave arrangement of the staffs
- Smooth functioning of OPD
- Employee ID cards designing and installation
- Signage design for the hospital and implementation
- Designing of Patient ID bands and implementation
- Summary of Corporate Tie-ups
- Follow-up of Billing department.

#### **OTHER ASSIGNMENTS**

- Training of staffs for NABH assessment.
- Gap Analysis of various departments
- Formulation and storage of HR files.
- Formulation of Doctor's profile