

**Internship
at
Thumbay Hospita,
Ajman, UAE**

***By*
Surbhit Gupta**

*MBA Hospital and Health Management
2014-2016*

The logo for IIHMR University, featuring a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
**The IIHMR University, Jaipur
2016**

PART – 1: INTERNSHIP

I. OBJECTIVE OF THE INTERNSHIP

The main objective of internship is to gain exposure and hands on experience to work related to the field of managing a health care organization. The internship period is necessary to gather working knowledge of a hospital setup and undergo on-the-job training to know about the various departments in a hospital in detail. Training gives opportunity to relate theory with practical.

I had the privilege to pursue my dissertation at Thumbay hospital, Ajman which provided an ideal and congenial atmosphere for learning.

Apart from the daily activities during the initial days of internship period, I was engaged in an awareness survey to gain information about diabetes awareness among patients visiting Thumbay Hospital, Ajman. I tried to visit different hospital departments. I visited different departments, met the department In-charge and by their permission filled out awareness surveys of patients regarding diabetes.

The area of hospital administration allotted to me was Patient affairs. Apart from working in Patient affairs department, a project related to the awareness levels of diabetes among patients visiting Thumbay hospital was done and I was involved in designing a strategy with the marketing department to tap the diabetic patients.

II. ORGANIZATION PROFILE

Thumbay Group was established at Ajman UAE in year 1998 by its founder, a visionary and third generation entrepreneur from India, Mr. Thumbay Moideen. It blossomed into a diversified group with operations in Education, Healthcare, Medical Research, Diagnostics, Retail Pharmacy, Health Communication, Retail Optical, Wellness, Nutrition Stores, Hospitality, Real Estate, Publishing, Trading, and Marketing & distributions. Today, the Thumbay Group is a symbol for superior service, quality and innovation.

Venturing into new avenues of service with missionary zeal, the Thumbay Group has over the past decade spread its wings of excellence in various fields of social and business endeavors. The Thumbay Chain of Hospitals, the constituent teaching hospitals of Gulf Medical University, is one of the largest healthcare services providers in U.A.E serving patients from more than 175 countries. Similarly, Gulf Medical University attracts a student cohort of over 67 nationalities and faculty and staff from over 22 countries.

Apart from being an acknowledged leader in the health sector, Thumbay Group operates a reputed pharmacy chain, diagnostic centers, multi-brand retail outlets, world-class wellness centers, a prestigious chain of coffee shoppers, popular health & lifestyle publication, to name a few. An academic and entrepreneurial powerhouse, the Thumbay Group takes its strength from an empowered and loyal employee group exceeding two thousand and two-hundred people, which has enabled Mr. Thumbay Moideen to emerge as a personality of eminence in the Arabian Gulf.

Thumbay Hospital Ajman is full-fledged multi-specialty hospital providing quality care at affordable prices. Thumbay Chain of Hospitals is one of the largest health care providers in the region. The group focuses on three pillars Education, Healthcare and Research.

Thumbay Hospitals aims to provide exceptional quality of care with latest technology, highly skilled medical work force from 20 nationalities, speaking more than 50 languages, treating guests from more than 175 nationalities worldwide with warm Arabian Hospitality.

Thumbay Hospital is managed by qualified professionals with wide ranging experience in Hospital Management and is well equipped to meet the challenging task of running a state of the art medical facility. Its goal is to build lasting relationship with people and medical professionals in the region.

VISION

“Our vision is to make Thumbay Hospital a world class tertiary healthcare center and teaching hospital that is committed to patient safety and emerge as a trustworthy healthcare provider in academic settings in the region.”

MISSION

“Healing through Knowledge and Wisdom” The mission of the Thumbay Hospital, Ajman is to provide comprehensive healthcare services of high quality and health education to community impart excellent educational opportunities for students in a stimulating environment and promote relevant bio-medical research

THUMBAY HOSPITAL AJMAN OVERVIEW

Thumbay Hospital and Research Centre, Ajman is a 150 bedded multi-specialty Hospital with cutting edge technology having over 40 outpatient departments and is located in the heart of Ajman with easy access to patients from Dubai, Sharjah, UAQ and RAK apart from the local residents of Ajman. The multi-specialty hospital was established to cater to the ever increasing need for quality healthcare for the people of the UAE.

Thumbay Hospital Ajman is the first hospital in the Middle East to receive International Accreditation from the Joint Commission International (JCI).

SERVICES PROVIDED

Obstetrics & Gynecology

Family medicine

Internal medicine

Orthopedics

Cardiology

Pediatrics

ENT

Ophthalmology

Urology

Neurology

Dermatology & venereology department

Plastic surgery

Gastroenterology

Nephrology

Clinical nutrition department

Dental department

Psychiatry

Pain clinic

ICU+ CCU- 8 beds

OT-3

NICU-10

24X7 FACILITIES

Emergency

ICU-CCU

Ultramodern Neonatal ICU

Labor & Delivery Room

Hi-Tech Laboratory

Radiology – Diagnostics imaging & Services

Pharmacy

Doctor on Call facility

SPECIAL FEATURES

Wide ranging tertiary care services

Separate IP & OPD blocks

Male & Female wings

Private rooms, deluxe rooms, Smart Deluxe rooms & VVIP Suites

Four well equipped Theatre and Post-Operative care

Day care facility

HIGHLIGHTS

Thumbay Hospital, Ajman, UAE was inaugurated on 17th October by H.H Sheikh Humaid Bin Rashid Al Nuaimi- Member of Supreme Council, U.A.E and Ruler of Ajman.

First JCI Accredited Hospital in Ajman UAE

Thumbay hospital is the First Private University Teaching Hospital in U.A.E.

THUMBAY Hospital conducts the highest number of deliveries in the private sector in U.A.E.

Affordable prices and caters to population from all the Emirates.

TIMINGS

EMERGENCY SERVICES

In Patient Services - 24 Hours

Out Patient Services – 9.00 am to 9.00 pm

Friday Clinics – 5.00 pm to 9.00 pm

ANCILLARY DEPARTMENTS

Accident & Emergency

Laboratory - Pathology, Hematology, Microbiology, Blood Storage Centre

Physiotherapy

Pharmacy & Drug Information Center

Patient Affairs

Nutrition and Diet

Patient Education

Biomedical Engineering

Insurance

Hospital Informatics

Central sterile supply department

House Keeping

PATIENT AFFAIRS DEPARTMENT

WORK HANDLED BY PAD

Patient Affairs department is the central core department of Thumbay Hospital, Ajman. Its work starts in assisting the patient from the time of their entry, involving their stay in the hospital to their exit.

The works handled by PAD are enumerated below:

Admissions

Discharge – Billing

Room allocation

Referrals

Cost Estimations for procedure

Gold Card processing

In-patient rounds

Grievance handling

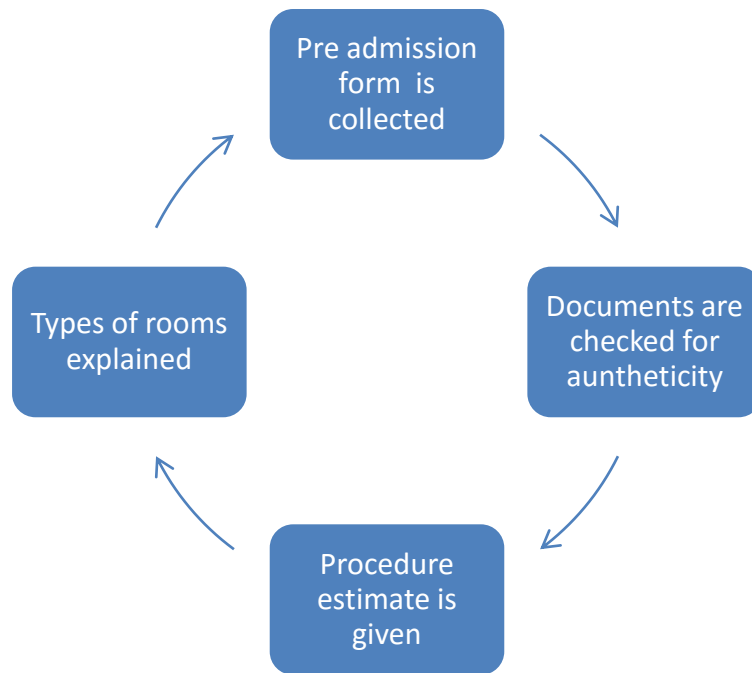
AIMS OF THE DEPARTMENT

Minimizing the waiting time for admission and discharge and ensuring patient satisfaction.

To guide the patient/ handle the patient / patients relatives grievance about the care and thereby making patient stay more comfortable.

To provide necessary information to the patients about their right and responsibility

PRE-ADMISSION PROCESS:



ADMISSION PROCESS:

IP AUTHORIZATION FORM GENERATED



IP ADVANCE TAKEN FROM PATIENT



IN CASE OF INSURANCE CO-PAYMENT IS EXPLAINED
AND DEPOSIT FOR DISPOSABLE IS COLLECTED



PAYMENT SETTLEMENT AGREEMENT AND CONSENT
FORM IS EXPLAINED AND SIGNATURES ARE TAKEN



VISITOR / ATTENDER PASS IS GIVEN

IN PATIENT SERVICES

DAILY PATIENT ROUNDS

The administrative assistant meets with inpatient on a daily basis. Based on the patient feedback the administrative assistant coordinates with the respective HOD's in providing proper care to the in-patients.

GRIEVANCE RECORDING, REDRESSAL & PREVENTION:

The nature of the complaint and the details are recorded on the feedback form by the Administrative Assistant, PAD. The filled form is handed over to the HOD, PAD.

The HOD, PAD uses the Corrective Action Preventive Action (CAPA) form attached for necessary investigations. It is ensured that the complaint process is fair, impartial, and confidential.

INFORMATION CENTER & PROVISION OF INTERNET:

Detailed information about various departments and scope of medical services available is provided to patient as and when required.

Queries are directed to the appropriate department /consultant for information and resolution.

If the patient wants to avail the internet facility, the PAD staff explains the tariffs and usage rates and collects the payment and issues the internet voucher to the patient/attendant.

ASSISTANCE WITH BILLING:

Billing officer, assistant billing officer and billing clerk explains the total bill, to the patient

Amount paid and the outstanding bill on a daily basis is explained to the patient or patient attendant.

DISCHARGE PROCESS:

The payment for the in- patient care is collected in the PAD; PAD staffs explain the bill and gives detailed bill to the patient/ patient party. PAD staff ensures that the patient's bills are clear, easy to read, there are no queries and completely accurate.

If the patient has any complaints regarding bill/ clarification on bill they will meet Assistant director patient affairs or assistant director medical affairs.

If the patient has insurance, the nurses will inform the insurance department and PAD about the discharge, and PAD staffs prepares the bill and coordinates with insurance department, respective staff nurse and patient / patient party in settlement of bills.

At the time of discharge the PAD staff enquires if the patient/attendant requires transport facility and arranges for the same

SECOND OPINION IPD:

In the inpatient department, if the patient needs a second opinion they can approach either the health care providers including the inpatient coordinator or directly to PAD for the further consultation with the second person. If the information has been given to the health care providers /inpatient coordinator, it will be communicated to the PAD. They will either arrange for the consultation according to the patient's choice or they will be provided with a list of doctors that contains details of their nationality and the languages they can communicate, within the organization. After the decision made by the patient, an appointment will be taken for the second opinion.

SECOND OPINION OUTSIDE THE ORGANIZATION:

In the inpatient department, if the patient request for a second opinion for consultation from an outside organization, the PAD will check for the reasons with patient/family and the patient will be discharged by signing a LAMA [Leave against Medical Advice] form

IN CASE OF DEMISE:

The PAD on duty is contacted by the nurse soon after a death is declared in any of the wards in the hospital. Upon receiving information, the PAD executive reaches the site where the deceased is. The PAD checks for

MLC / non MLC status

Full & Final settlement of bill

Authenticity of the relationship of the next of kin to the deceased

In case the deceased is a Medico Legal Case, the deceased (body) is handed over to the representatives of the concerned police station in the presence of the immediate family member.

WORKLOAD IN THE DEPARTMENT:

Average admissions per day- 45

Average discharges per day – 38

Average packages explained per day (Walk INS) – 24

Average packages explained telephonically – 22

Average referrals taken per day – 6

Average estimation given to patients per day- 5

WORK DONE IN PAD

