

**Internship
at**



مستشفى جي إم سي
GMC HOSPITAL

Gulf Medical College Hospital and Research Centre, Ajman, UAE

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Submitted By

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INTRODUCTION

Hospital Profile

GMC Hospital, Ajman, UAE was inaugurated on 17th October 2002 by **H.H Sheikh Humaid Bin Rashid Al Nuaimi** - Member of Supreme Council, U.A.E and Ruler of Ajman.

Key Highlights

- The First Private University Teaching Hospital in U.A.E.
- The First Private Hospital to get JCI Accredited in Ajman, UAE.
- GMC Hospital and Research Centre affiliated to Gulf Medical University became operational on 17th October 2002.
- Capacity of 117 beds, and serves patients from more than 150 nationalities.
- GMC 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.
- First dedicated Patient Affairs Department in the private sector in the country.
- An average number of foot fall of 1400 per day

Location

GMC Hospital

P.O. Box 4184,

Ajman, United Arab Emirates.



Vision

The vision of GMC Hospital and Research Centre is to be recognized as a leading Academic Healthcare Center providing a high quality of patient centric specialty healthcare services to the community integrated with medical research and clinical training.

Mission

GMC Hospital and Research Centre is committed to provide ethical patient care focused on patient safety, high quality care and cost effective services.

GMC Hospital and Research Centre is committed to integrate latest trends in education to produce competent healthcare professionals who are sensitive to the cultural values of the clients they serve.

GMC Hospital and Research Centre will strive to attain the highest of quality and accreditation standards

Core values

Excellence - Provide clients with a consistently high level of service through benchmarking and continual improvement

Trust - Ensure trust, compassion, dignity and mutual respect for colleagues and clients through open communication and dialogue.

Client centered – Always be guided by the needs of our patients and clients.

Ethics – Always follow ethical practices that emphasize honesty, fairness, dignity and respect for the individual.

Continuous learning – always keeping abreast with new technologies and evidence based clinical practice.

Teamwork – always working together as a team and drawing strength from our diversity to serve the community.

Integrity – Committed to personal and institutional integrity, make honest commitments and work consistently to honor them.

OVERVIEW

As a major Health Care Service Provider within the Gulf, GMC Hospital has taken great measures to improve all its services and procedures with the introduction of the International Medical and Health Care Tourism unit of the Hospital. It provides excellent Health care services, world class recovery measures, as well as recreational therapy and Spa services to clients.

GMC Hospital targets to a great volume of Medical Tourists travelling from all over the world with a great need for excellent and affordable medical health care services.

GMC Hospital has special schemes to provide affordable medical care to the economically weaker sections of the society.

GMC Hospital brings together highly skilled professional and the latest advancements in medical technology.

GMC Hospital is spread out through the entire UAE with its branches in Sharjah and Fujairah

GMC Hospital is coming up with a new branch in Dubai

GMC Hospital is the first hospital in the Gulf region to have a fully dedicated separate dental centre

CLINICAL DEPARTMENTS

Medical (12)

- Internal Medicine ,Cardiology ,Dermatology ,Gastroenterology ,Psychiatry ,Nephrology ,Neurology ,Family Medicine ,Accident & Emergency, Pediatrics and Neonatology ,Critical care units (ICU, CCU) and Physiotherapy.

Surgical (8)

- General Surgery ,Urology ,Orthopedics ,Obstetrics & Gynecology Ophthalmology , (ENT) ,Anesthesiology and Dental super specialties

Ancillary departments (15)

- Radiology ,Laboratory - Pathology , Hematology ,Microbiology ,Blood Storage Centre ,Pharmacy & Drug Information Center ,Patients Affairs ,Nutrition and Diet ,Patient Education ,Catering ,Biomedical Engineering ,Insurance ,Hospital Informatics ,CSSD and House Keeping

SPECIAL FEATURES

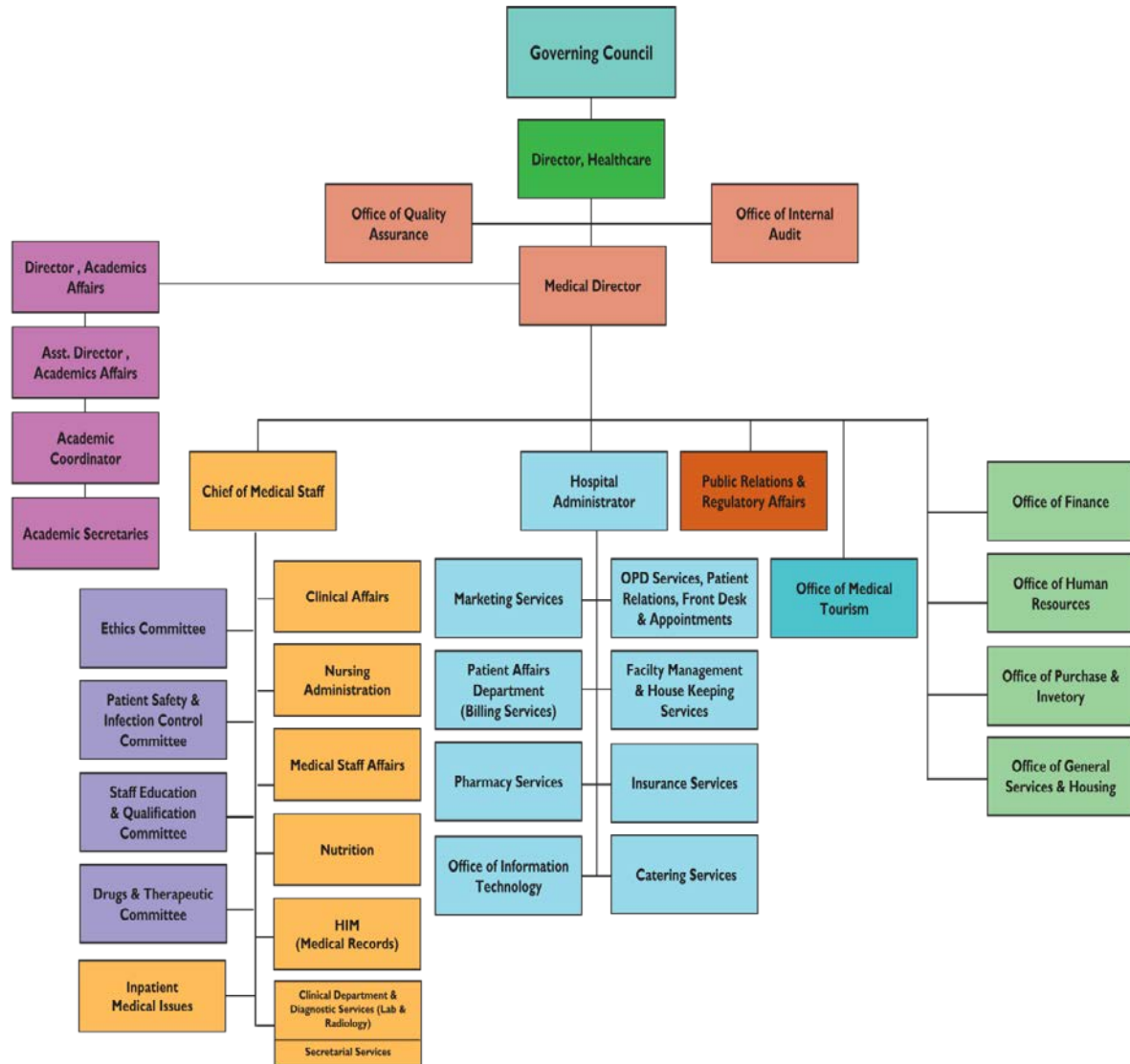
- ▶ Wide ranging tertiary care services
- ▶ Separate IP & OPD blocks
- ▶ Private rooms & deluxe Facilities

- ▶ Full range of laboratory diagnosis
- ▶ Diagnostic imaging & services
- ▶ 24 Hour emergency
- ▶ ICU- CCU & Labor Rooms
- ▶ Day care facility
- ▶ New generation medical electronics
- ▶ Traditional architecture with modern facilities
- ▶ Doctor on call facility

Accreditations and Affiliations

- ▶ Joint Commission International (JCI)
- ▶ Ministry of Health, UAE
- ▶ Member - Medical tourism Association
- ▶ International Hospital Federation
- ▶ Tresmos, International Board of Medicine and Surgery
- ▶ Temos Dental certification
- ▶ Asian Hospital Federation
- ▶ Joint commission International – Member

ORGANIZATIONAL CHART



Gulf Medical College Hospital is a teaching hospital, in this international institution it was very important for me to understand and adapt to the work culture in this institution. Thus it was very important for me to understand the protocols and find the gaps in operations. The insurance industry is huge with Dubai Health Authority making it a compulsion for each person to have health insurance for renewal of work and residence visa from 2016. There are more than 40 insurance companies private and government catering for the insurance of the important aspect of life that is health. 60 to 70 percentage of revenue of a hospital is generated from insurance companies. The health treatment cost is very high making it a compulsion and need of the hour for every individual to have health insurance. The insurance market is huge covering more than 80 percentage of population as compared to 30 percentages in India which includes the people provided with Insurance through government schemes. This was a great learning experience as on various aspects learning the functioning of the complete insurance department.

AIM:

- To understand the working of an international institution and to get acclimatized to the working culture.
- To analyze the gaps and difference in health care delivery process between India and UAE focusing on the insurance industry.
- To study the process flow of Insurance department and finding out the gaps using six sigma and lean tools.

My primary goal during my internship at GMCHRC was to understand the insurance system and industry of UAE. This was followed by process mapping the work flow in the insurance department and finding out the bottlenecks.