

**Internship
at
Apollo Gleneagles Hospital, Kolkata
(Feb to April 2014)**

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PART 1 - INTERNSHIP REPORT

1.1 ORGANISATION PROFILE

A 510-bedded multispecialty tertiary care hospital – Apollo Gleneagles Hospitals Kolkata, is a perfect blend of technological excellence, complete infrastructure, competent care and heartfelt hospitality. Apollo Gleneagles Hospitals is a joint venture of Apollo Group of Hospitals, India and Parkway Health of Singapore. The Parkway Group is a leading healthcare group in Asia. It provides more than 70% of private healthcare in Singapore. Its subsidiaries include Parkway Group Healthcare, which owns a network of regional hospitals and medical centers in Malaysia, India and Brunei; and Parkway Hospitals Singapore, which owns three hospitals in Singapore - East Shore, Gleneagles, Mount Elizabeth Hospitals and Parkway Health Day surgery Centre.

Mission Of The Hospital: The mission of Apollo hospitals in India is to bring healthcare of international standards within the reach of every individual. Hospital is committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity.

Vision Of The Hospital: Envisioning Apollo Gleneagles Hospitals' future as - The most trusted healthcare brand in the country and beyond. Truly touching lives...

International & National Accreditations

JOINT COMMISSION INTERNATIONAL: Apollo Gleneagles Hospitals, Kolkata is the only hospital in Eastern India to be accredited with Joint Commission International (JCI) accreditation.

NABL: Apollo Gleneagles Hospitals, Kolkata is the only hospital to receive NABL certification in six separate categories namely Clinical Biochemistry, Clinical Pathology, Hematology & Immune -hematology, Microbiology & Serology, Histopathology & Cytopathology.

ISO22000:2005HACCPCERTIFICATION:

The Food and Beverage Department of Apollo Gleneagles Hospitals (AGH), Kolkata is the FIRST F & B Department of any Hospital in India to get the coveted ISO 22000:2005 - HACCP certification.

1.2 FLOOR DIRECTORY

5th Floor - Bed No : 501 To 551 – Stroke Unit(508 A,508 B \$ 509 -512)

4th Floor-Bed No.:401 To 498 , Housekeeping Desk

3rd Floor-301 To 377- Platinum Wing (355-377) , IP Billing.

2nd Floor-201 To 287 – Obs N Gyne (201-219 &220a-220d) , Neonatal ICU (222-229) ,Standard Ward(234-251) ,Delivery Suite , Gastroenterology Dept,

Liver Transplant Unit(255-256), Gastro HDU(258-265) , Gastro ITU(266-275),

Gastro Standard Ward(276-287) , ERCP And Endoscopy , Fibro Scan Suite.

Consultation Suite (1-10) (Gastroenterology), Apollo Gleneagles Children's Centre (Bed No. P1 To P2)

Pharmacy Block , Administrative Block

1st Floor: Bed Nos. 96-187, Operation Theatre 1-8, OT Visitors Waiting Lounge

Counselling Room, Cath Lab , Renal Transplant Unit (96-100) , ICU (101-110)

CCU (111-121) , NICU (122 -131), ICU EXTN(132-141).

Cardiology Cath Lab (142-161), HDU(166-175)

CTVS (176-187), Neurology (EEG ,EMG ,NCV),

Lab Services (Histopathology, Biochemisrty , Hematology , Serology, Microbiology),

Blood Bank , Staff Dining Hall .

Mezzanine Floor: Medical Record Department, Biomedical Department , Clinical Trial Department ,Housekeeping Material Store.

Ground: Reception / Foreign Exchange , Travel Desk , OP Billing.

Registration , Admissions , Referred Patient Assistance Centre(RPAC).

Muslim Prayer Room , Call Centre , Pharmacy , International Patient Services Office.

Corporate Patient Service Office , Insurance Desk , Guest Relations ,Nephrology OPD.

Quality Assurance Dept, Despatch Counter ,PET CT 128 Slice.

Physical Medicine And Rehab , Sample Collection ,PFT Lab.

Cardiac Sciences Department (OPD ,ECG , ECHOCARDIOGRAPHY,TMT,HOLTER)

Nuclear Medicine ,Radiology,(X RAY ,USG ,MAMMOGRAPHY ,CT SCAN,MRI)

Emergency Ward (41-60), Dialysis And Nephrology Ward (61-86)

Dietics Department , Manager Security And Safety ,Manager Patient Services.

F&B Dept., Doctors And Executive Dining Hall , Main Store.

1.3 CENTRES OF EXCELLENCE



1.4 TECHNOLOGY INNOVATION

128 Slice PET CT

SPECT Gamma

The 64 Slice CT Angio System

Lithotripsy

Holmium Laser

NOVALIS Tx

1.5 FACILITIES IN THE HOSPITAL

Category of Rooms

General Ward

- 18 bedded unit
- Ward telephone facility
- Toilet (2)
- Computerized Personal Nurse Call System

Semi-Private Rooms

- 2 beds/ room
- Telephone for local calls (sharing)
- TV with cable (sharing)
- Computerized Personal Nurse call System
- Toilet (Sharing)

Private Rooms

- Spacious sitting area
- Sofa bed for attendant
- Personal Telephone Service
- TV with cable (personal)
- Computerized Personal Nurse call System

Deluxe

- Internet Services
- 24 hrs Pantry Service
- Spacious sitting area
- Sofa bed for attendant
- Personal Telephone Service
- TV with cable (personal)
- Computerized Personal Nurse call System
- Laundry Services
- A selection of branded toiletries

Super Deluxe

- Internet Services
- 24 hrs Pantry Service
- Spacious sitting area
- Sofa bed for attendant
- Personal Telephone Service
- TV with cable (personal)
- Computerized Personal Nurse call System
- Laundry Services

Suite

- Internet Services
- 24 hrs Pantry Service
- Spacious sitting area

- Sofa bed for attendant
- Personal Telephone Service
- TV with cable (personal)
- Computerized Personal Nurse call System
- Laundry Services
- A selection of branded toiletries
- Balcony

Additional facilities

- Express check in & checkout services
- 24 hrs ward boy services
- Fax services
- Room Pantry

Maharaja Suite

- Internet Services
- 24 hrs Pantry Service
- Spacious sitting area
- Sofa bed for attendant
- TV with cable (personal)
- Computerized Personal Nurse call System
- Laundry Services
- A selection of branded toiletries
- Balcony
- Express check in & checkout services
- 24 hrs ward boy services
- Room Pantry

Additional facilities

- 24 hrs private nursing services
- Use of adjacent guest room
- Use of private lounge

Other Room Categories

- HDU
- Gastro ICU

- Emergency
- Neonatal ICU
- Level 1, Level 2 & Level 3

1.6 EMERGENCY SERVICES

Emergency services in Apollo Gleneagles Hospitals revolves around the easy-to- remember toll-free number – 1066.

Fully-equipped air-conditioned, modular ambulance with ventilators, monitors, oxygen, defibrillators, ambu-bags, infusion pumps, syringe pumps, spine board, life-saving drugs, doctor and trained paramedics, capable of handling any emergency, anytime, anywhere following international protocols.

Emergency Unit

As soon as patients are wheeled into the ER, the process of evaluation and simultaneous treatment begins within few seconds. The spacious Emergency complex has designated Resuscitation beds, Triage beds, Paediatric bed, Isolation Room with shower & modular Eye Washer for communicable diseases and Procedure Room for minor procedures and decontamination facility.

Critical Care Unit

The support of 72-bedded Critical Care Unit, with specialized Medicine, Cardiac, Cardiothoracic, Neurological, Surgical, Burns, Gastroenterological and Neonatal Units provides the specialized back-up care that is essential for serious patients.

Deposit/Payment

Depending upon the room requested and nature of the treatment, an initial deposit will be collected at the admission counter, which will be adjusted in the final bill. If patients wish to utilize a package deal, the cost of the package has to be paid in full before admission. For any enquiry regarding billing, patients may contact the In Patient Billing section located at the third floor. Payments should be made only to billing department personnel and not to any other individual.

Depending upon the room requested

Food & Dietary Services

The Dietitian plans the diet based on the therapeutic needs of the patient. Local specialties, Continental and Chinese cuisine are available and any special dietary requirements will be met.

Guest Cafeteria/ Khabar – The Eatery

A multi-cuisine restaurant at the 1st floor of the Daycare Building takes care of the gastronomic pleasures of the visitors in a healthy way. North Indian, South Indian, Continental, Fruit juice bar – the choices are aplenty. The ground floor cafeteria at the main building offers quick lunch/dinner/snacks to the visitors.

Guest Relations

For guidance on any aspect of the hospital, please contact this department located at the ground floor. We would appreciate if you give your suggestions / feedback by filling up the feedback form.

Housekeeping

Guest Laundry service is available between 9:30 AM to 12:00 Noon

Security

Safe deposit lockers are available at the security office. In case of theft or loss, security may be notified immediately. Unclaimed items, found in the hospital premises, may also be handed over to security office at the ground floor.

Transport

Ambulance services are available for pick up and drop. Please contact ambulance department at the ground floor (Near Emergency).

Special Nurse

Special nurse services can be arranged through Nursing Department. Please contact your ward nurse for assistance.

Places of Worship

There is a temple of lord Ganesha in the hospital premises and a Muslim prayer room in the ground floor of main building.

Postage

Postal facility is available at the Despatch Section in the Basement.

Telecommunication Services

A 24- hour STD / ISD facility (Communication Centre) is available on the ground floor of the administrative block.. For your convenience, hospital telephones are located at your bedside. Dial 601 for operator assistance / STD / ISD.

Travel Desk

For any travel requirements contact the Travel Desk in the Main Lobby.

1.7 PREVENTIVE HEALTH CARE

Health Check Packages

- **Apollo Master Health Check (AMHC)**
- **Apollo Executive Health Check (AEHC)**
- **Apollo Heart Check (AHC)**
- **Apollo Whole Body Check (AWBC)**
- **Apollo Total Diabetic Check (ATDC)**
- **Apollo Advanced Heart Check (AAHC)**
- **Apollo Well Woman Check (AWWC)**
- **Apollo Well Woman Check Plus (AWWC+)**
- **Apollo Child Health Check (ACHC)**
- **Oral Cancer Screening (OCS)**
- **Apollo Cancer Check (ACC)**

1.8 SWOT OF THE HOSPITAL

❖ Strengths

- International Quality Protocols
- Exclusive centre for Cardiology ,Gastro logy , Orthopedics and Oncology
- Advancement In Robotic surgery , pituitary clinic ,movement disorder clinic for patients of parkinsonism , telemedicine
- Core Specialties are cardio, neurology, oncology, Gastro logy , nephrology, Orthopedic
- Ambience and homely environment.
- Cutting Edge Technology.
- Internationally renowned faculty
- Patient Centric Approach
- Healthy and friendly environment
- Help for Registration , Billing & admission of patients by GRO'S

❖ Weakness

- High cost of treatment so many people can not afford it .

❖ Opportunities

- Awareness among the public
- Scope of international patients

❖ Threats

- Competition from upcoming hospitals

1.9 OBSERVATION /LEARNING

As a student of 'Post graduation in health administration' I have tried to study and understand policies and protocols of Inpatient department of the hospital.. I was assisting service line manager of quality assurance department to manage orthopedic department .I assisted him in making various types of forms for quality department. I have made education manual for total knee replacement patients. I have also attended fire drill in the hospital.

Apart from my dissertation I also did project on **IMPLEMENTATION OF CLINICAL PATHWAYS FOR TOTAL KNEE REPLACEMENT PATIENTS** .My project placement in this hospital was very impactful and productive. The training from this hospital was very helpful for me to improve my knowledge and skills.

