

HOSPITAL PROFILE

BRIEF HISTORY

3 Hospitals+1 Research institute+1 Heart research centre+
Birla fertility & IVF

VISION

Aspire to transform the future of healthcare through outstanding clinical outcomes, research education and compassionate care.

MISSION

We are committed to bringing global standards of clinical expertise and care to patients and their families.

BRIEF DISCRIPTION

- ❖ 230 bed tertiary care hospital located in Jaipur offering comprehensive In-Patient Services, Out-Patient Services ,Day care services, Dialysis, Endoscopy , Diagnostic Services, Laboratory Services, Emergency Services and Radiology.
- ❖ RBH has been providing its patients with the full medical care, encompassing outpatient services, Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopedics & Joint Replacement & more.

LEARNING AND VALUE ADDITIONS

- Daily internal assessments
- Learning about different types of department
- Team skilled work
- Understanding the process of OPD

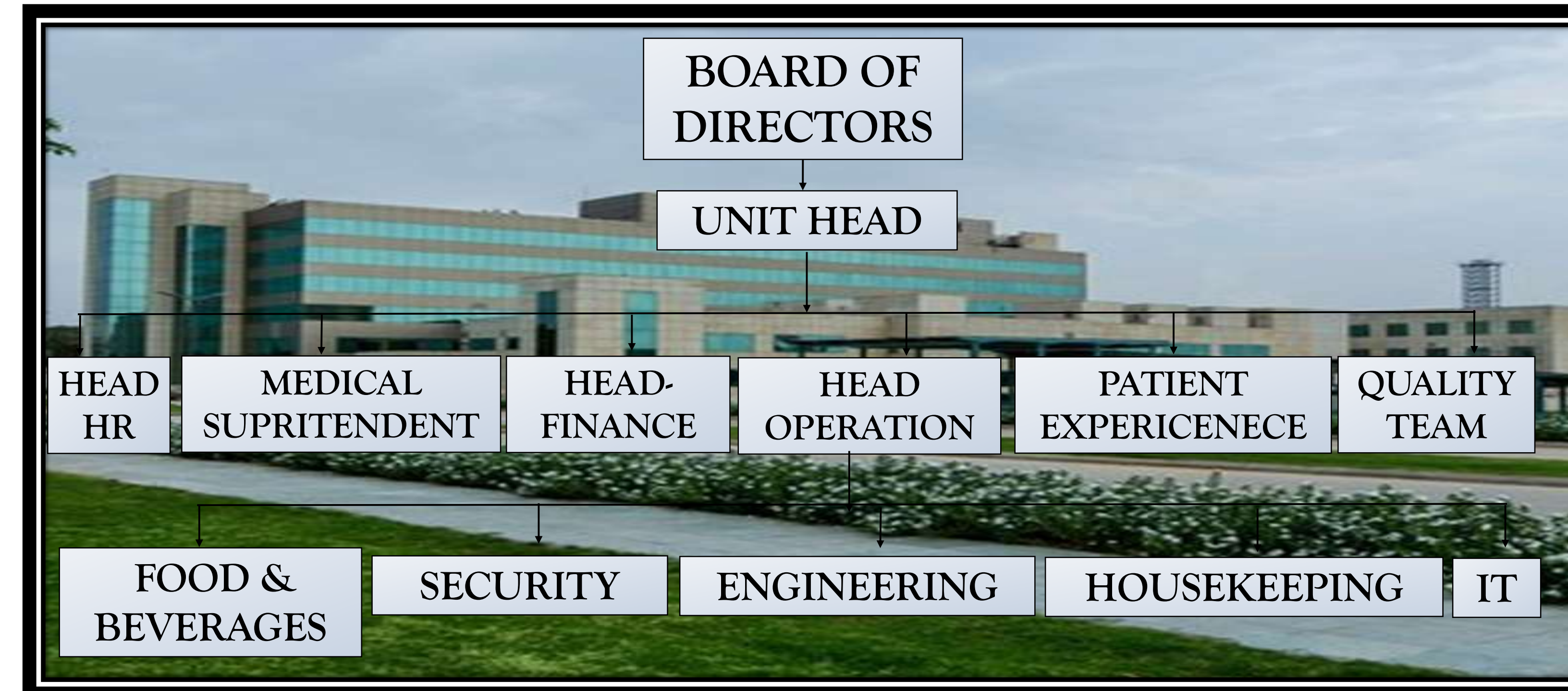
VALUE ADDITIONS

- Learnt peer interactions
- Learnt to work single-handedly
- Enhanced soft skills

CHALLENGES FACED

Fewer tasks given due to confidentiality issues of the organization.

ORGANIZATION STUCTURE



STRENGTH

- Well known for delivering patients care.
- Highly experienced physicians
- Coordinator and support workers available
- Good environment.
- Good reputation.

WEAKNESS

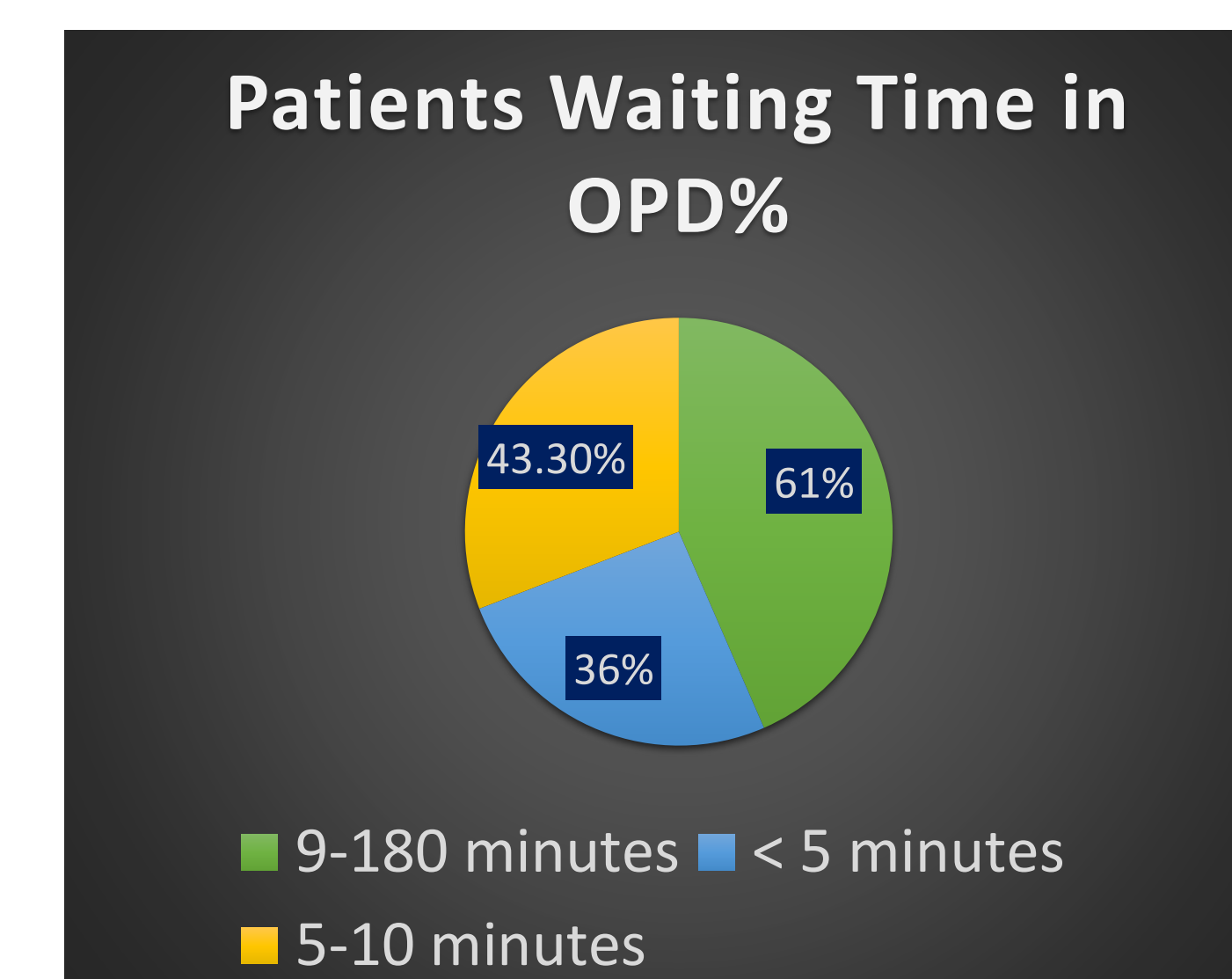
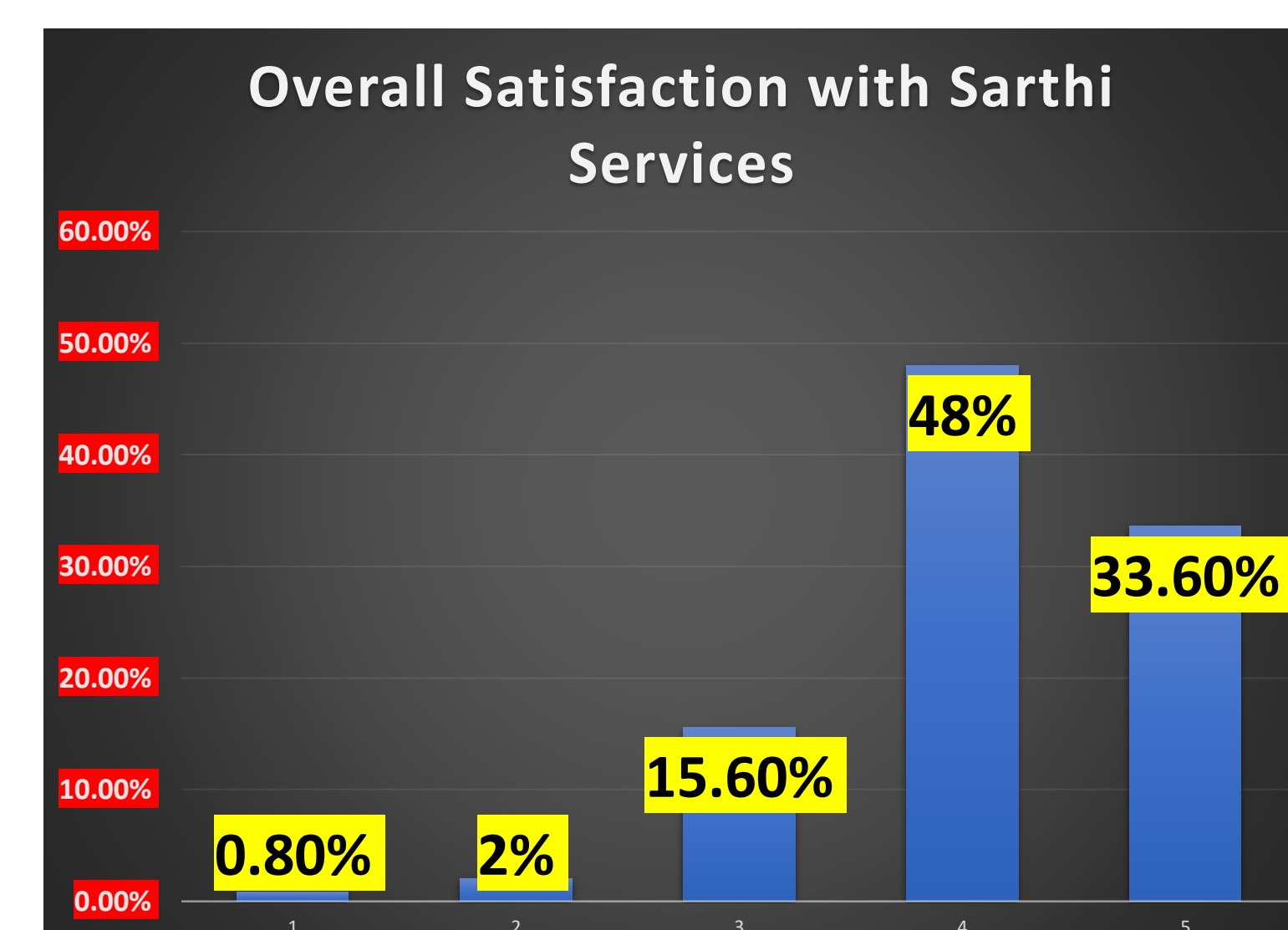
- Longer patients waiting time.
- High cost as compared to other hospitals.
- Queue mangers not appointed.
- Less motivated staff

OPPORTUNITIES

- Advancement of technologies (QIKWELL app)
- Cooperation with both private and public insurance companies.
- RGHS, TPA get the better opportunities for the treatment.

THREATS

- Expensive charges for patients
- Disappointed patients
- Complex infrastructure of the hospital.



PRACTICAL EXPOSURE AND THEORETICAL EXPOSURE

- Theoretical knowledge at the university helped us understanding the fundamental concepts and principles about functioning of a hospital.
- The practical exposure demonstrated how the knowledge learnt needs to be implemented in a specific hospital scenario.

CHARACTERISTICS OBSERVED OF SARATHI'S

How often they use Qikwell app (use to check appointment list).

How trained they are to handle patients in absence of doctors.

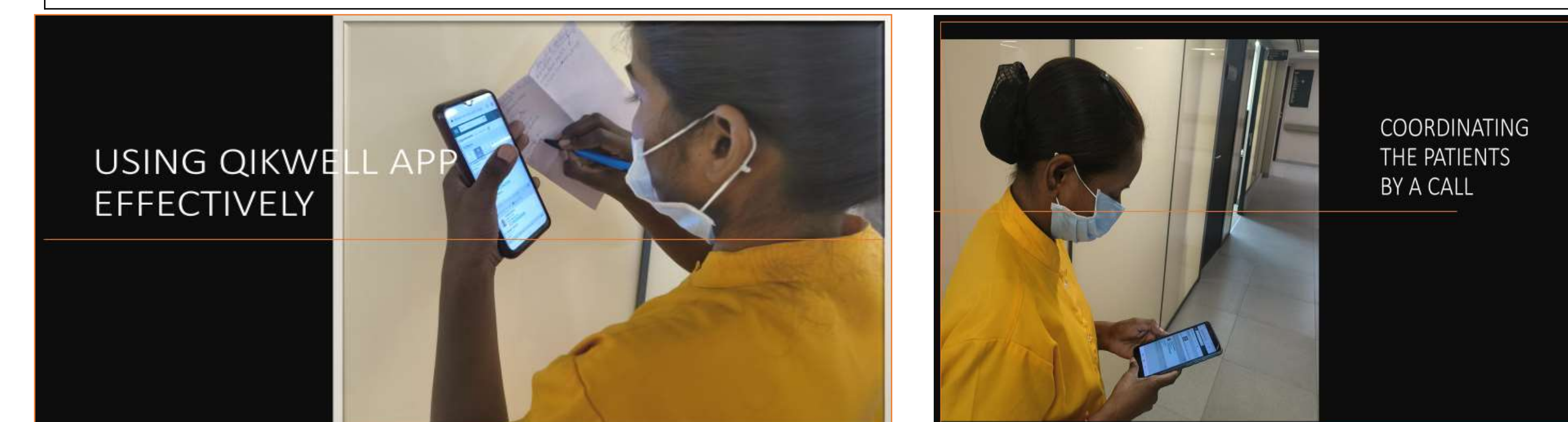
Sarathi's Responsibility include maintaining patient database and sharing all the services.

All patients are to be entered in the software, through QIKWELL APP wherever applicable so that there is uniformity in data management.

Coordinating with the front desk staff, giving them an information regarding the doctors OT timing and weather to take appointment or not.

Authorized to deal with the complicated issues and report to manager.

Enrolling all new patients on the system after validating their credentials in accordance with the data in a prescribed period.



USEFULNESS OF INTERNSHIP

- Corporate exposure
- Teamwork skills
- Confidence buildup
- Patients' interaction and experience
- Proper exposure of the hospital and its functioning
- Augmentation of problem –solving and assessing skills

SUGGESTIONS

- Proper counseling of the patients.
- Reduce the waiting time of patients to collect reports.
- Cost cutting on charges of MRI tests.
- Motivating staff.
- There should be a management staff at OPD Area