



Established by Dr Prathap C Reddy in 1983, Apollo Healthcare has a robust presence across the healthcare ecosystem. From routine wellness & preventive health care to innovative life-saving treatments and diagnostic services

BRIEF HISTORY

Apollo hospitals enterprise limited is an Indian Hospital chain based in India. For over 30years Apollo Health city, Hyderabad, has touched millions of lives, providing care and treatment for simple to most complicated diseases. The Apollo Emergency services in Hyderabad has a network of world class Emergency rooms. This department is led by the best emergency doctors in India and managed by specially trained accident & trauma teams.

MISSION & VISION

At Apollo Health City, Hyderabad is redefining healthcare excellence by combining the best available technology and medical expertise to ensure patients receive comprehensive & integrated services, including utmost compassion, support & care.

OBJECTIVES

To study on the functioning of the Emergency department and map the various process.

The main focus is on understanding the Emergency calculating the current turn around time and factors responsible for delay in patient Shift out from Emergency.

SWOT ANALYSIS

STRENGTH	- Continuous monitoring and care to be taken for patients who are admitted in ER - Trauma patients to be given immediate treatment to stabilize the patient
WEAKNESS	- Investigations, scanning and lab reports take lot of time - Due to non-availability of rooms/ICU, ER department is facing an issue to shift the patient
OPPORTUNITIES	- Emergency Programs being conducted (mock test for drills) - ER classes on MLC cases, ACS cases, special classes on Geriatric and Pediatric patients
THREATS	Some patients take DAMA and leave as they don't want to get admitted in ER prior Doctors consultation

CHALLENGES FACED DURING INTERNSHIP

As being from a non-medical background was definitely a big challenge for me to understand the medical terms and also to cope up with the speed process of Emergency department.



FLOWCHART OF PROCESS OF EMERGENCY

PATIENT PRIOR INFO/SUDDEN ARRIVAL
PATIENT ARRIVAL TIME AND DATE AT TRIAGE
INSIDE ER
PROCEDURE TIME(INVESTIGATIONS)
ER SHIFT OUT TIME (DISCHARGE) IP/OP
TURN AROUND TIME (TAT)

SUGGESTIONS

- Lab reports, MRI scans, CT scan, ultrasound should give first priority to ER Patients
- Room delays should be reduced as the ER is facing an Issue to shift the patients

USEFULNESS OF INTERNSHIP

- Quick decisions were taken in Emergency dept.
- Exposure to better understanding of Emergency Department and its proper implementation in Apollo hospitals.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE&THEORETICAL WORK

Theoretical conceptions do not last in our minds until they are revised When it is put into practise on the field, it stays with us for a long time.

NAME- MERAGANI VENKATA VASAVI SOWJANYA
ENROLMENT NO-1543
BATCH-HM 27