

Brief History

Medanta hospital is one of the best hospital in Gurugram region in North India. The hospital has many domestic and as well patients travelling to India from all over the globe for various types of treatment. Medanta-the medicity was founded by Dr. Naresh Trehan –the director and world-famous cardiac surgeon .the aim of the Medanta hospital is bringing to India the best treatment standards, medical care that is needed to the patient and the best world class facilities too. Medanta hospital also aims at providing medical services to patients with care, compassion, and commitment. This iconic healthcare institution is well maintained and handled by 800+ doctors,1250 beds facility Each wing and floor is dedicated to a specialization to make sure that they function well as an independent hospitals within a one big hospital and yet have the comfort of handling on complex cases.

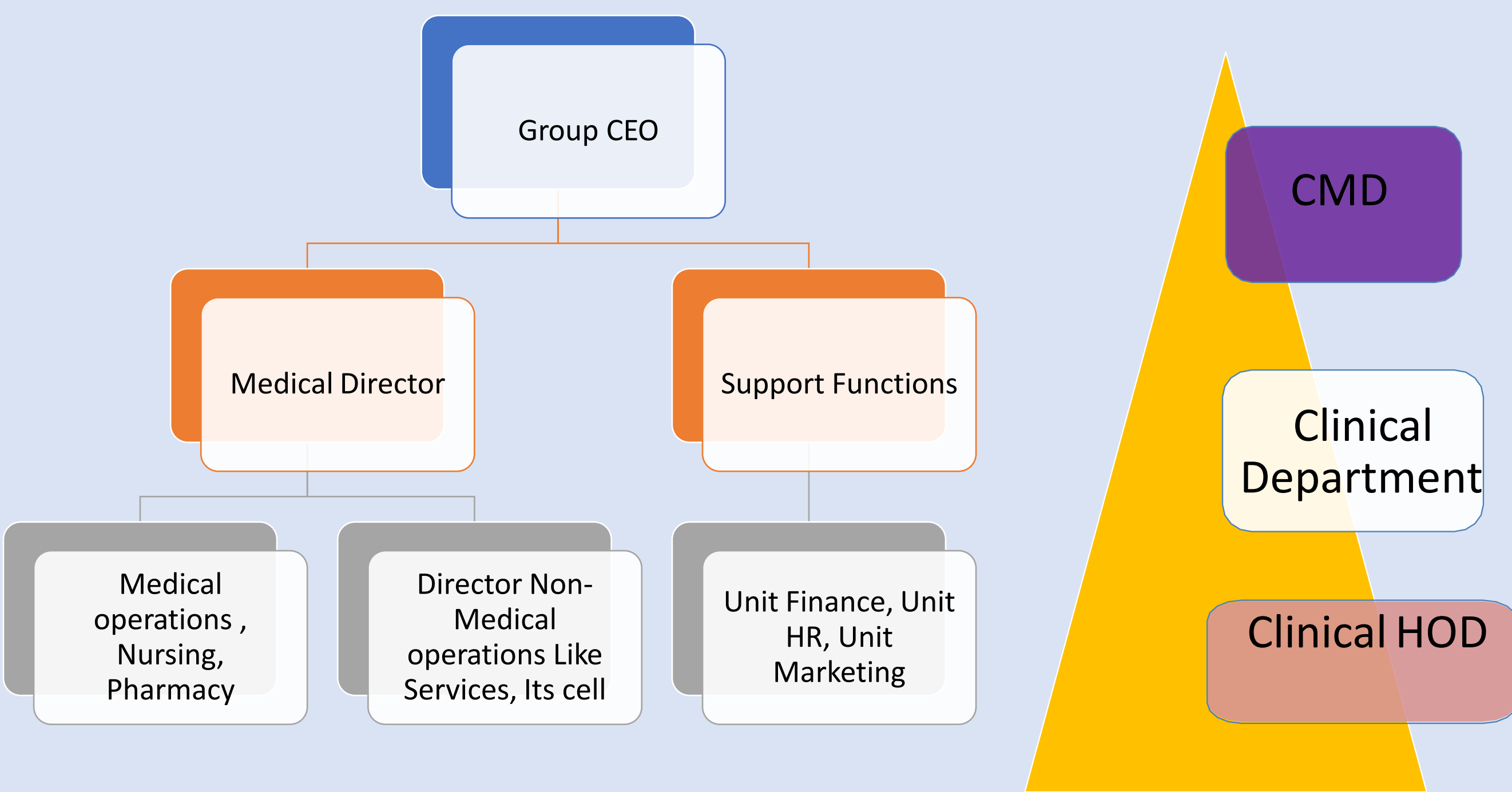
Mission

- To deliver world class healthcare by creating institutes of excellence in integrated medical care , teaching and research.

Vision

- To provide affordable medical services to patients with care , compassion and commitment.

Organization structure



STRENGTHS

Reputation among patients
World class infrastructure
Comprehensive healthcare services
Renowned medical specialists

WEAKNESSES

Longer waiting time in OPD

SWOT

OPPORTUNITIES

Economic growth and expansion
Advanced technologies
International patient base

THREATS

Competitive landscape (comparison)
Govt. regulation & policies

Introduction

Qmatic Queue Management System is all about managing flow from the point patient enters till they finish the transaction. We can make a real difference in the way your patient wait and ensure about to improve your patient service & hospital productivity. The level of service and efficiency has increased with the use of Qmatic Queue Management System, resulting in an increased patient satisfaction. Queue System will help your organization to reduce patient waiting time and make better patient transaction. Queue System will generate data about your patient & how staff has serves them. It will help you to improve your patient flow & hospital standard.

Objectives

- To manage the patient flow in the OPD.
- To reduce the waiting time for the patient.
- To improve patient experience in the OPD.
- To reduce staff workload

Methodology

- The study was conducted at Medanta – the MediCity Hospital in Gurugram. It was a descriptive study that focused on quantitative data.
- The sampling technique used was random, and the study period was from May 10th to May 20th, 2023. The sample size was 40, and the areas of study were the OPDs located on the 3rd, 7th, and 10th floors and Primary data was collected for the study.

Process Flow

Patient proceeds to the Qmatic token machine

The Qmatic system issues a unique billing token number

Patient goes to the billing counter, with the token number

Patient billing is done with the token number

Average time taken for billing (in minutes)



Observations

- Number of patient taken token for billing was 29 out of 40 patient
- Number of patient did not taken token for billing was 11 out of 40 patient
- The average waiting time for the patient taking billing token was found to be 10.40 minutes and the average waiting time for the patients who was not taking token for billing was found to be 14.5 minutes

Suggestions

Instruct the billing and OPD staff to use the system more often.

- This will reduce the rush at the billing counter and in OPD
- Will help to manage the patient flow efficiently.
- On the 8th floor, the ENT and Gynecology OPDs are particularly crowded.
- It is advisable to implement the Qmatic System in these departments.

Usefulness

- Hospital administration exposure
- Corporate hospital exposure
- Were involved in different on-going project

Difference between Theoretical Understanding & Practical Exposure

Theoretical Understanding

Theoretical learning focuses on acquiring knowledge and understanding concepts, principles and theories related to hospital administration. Provides a foundation for understanding to the administrative functions, hospital policies and regulations within a hospital setting.

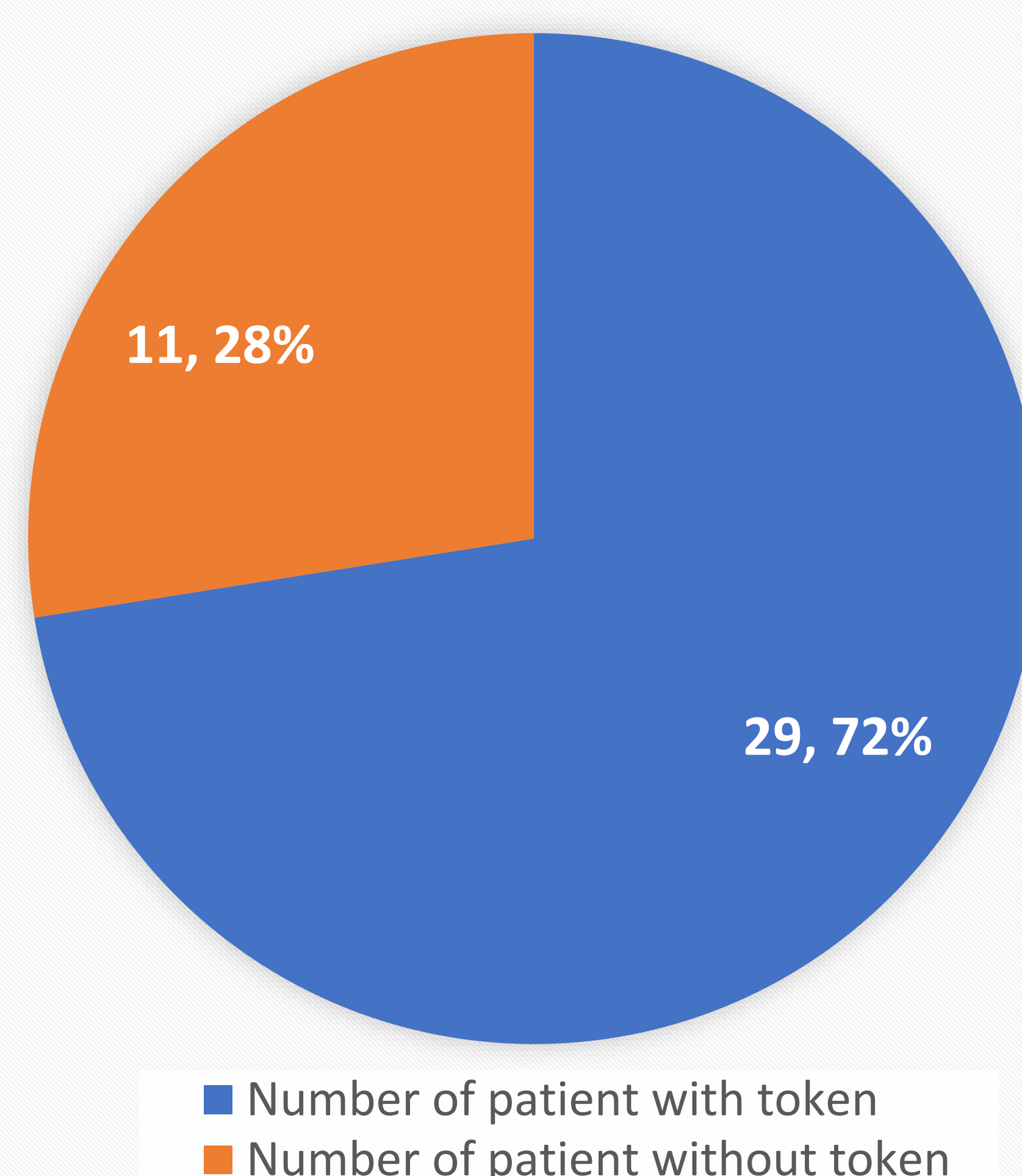
Practical Exposure

Practical exposure involves hands-on experience in real life administrative tasks within a hospital environment. Practical exposure provides a chance to work with healthcare professionals, administrators and support staff, enhancing interpersonal and communication skills.

Challenges faced during internship

- Transitioning roles- moving from a clinical setting to an administrative role requires a shift in mindset and skill set.
- Understanding organizational dynamics-Each organization has its own unique structure and hierarchy. I faced many difficulties in understanding the organizational dynamics ,decision making processes, and how various department interact with each other.

Compliance of Qmatic system for billing



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