

FORTIS ESCORT HOSPITAL

- Fortis Escort Hospital located in Jaipur was established in 2008 and has emerged as one of the finest healthcare services in Jaipur.
- It is a multi-specialty hospital and has the National Accreditation Board for Hospitals & Healthcare Providers (NABH) accreditation. . The hospital is spread over 3.42 lac Sq. ft. having 245 beds with 9 OT & 104 ICU Beds. The hospital has 78 specialists of different departments supported by several other paramedical staff. It draws strength from its partnership with global major and parent company - IHH, to build upon its culture of world-class patient care and superlative clinical excellence. Fortis employs ~23,000 people (Formerly known as SRL Limited)) who share its vision of becoming the world's most trusted healthcare network.
- Awards: National award for excellence in healthcare 2015
- MT India Awards best Multispeciality hospital 2014 - 2016

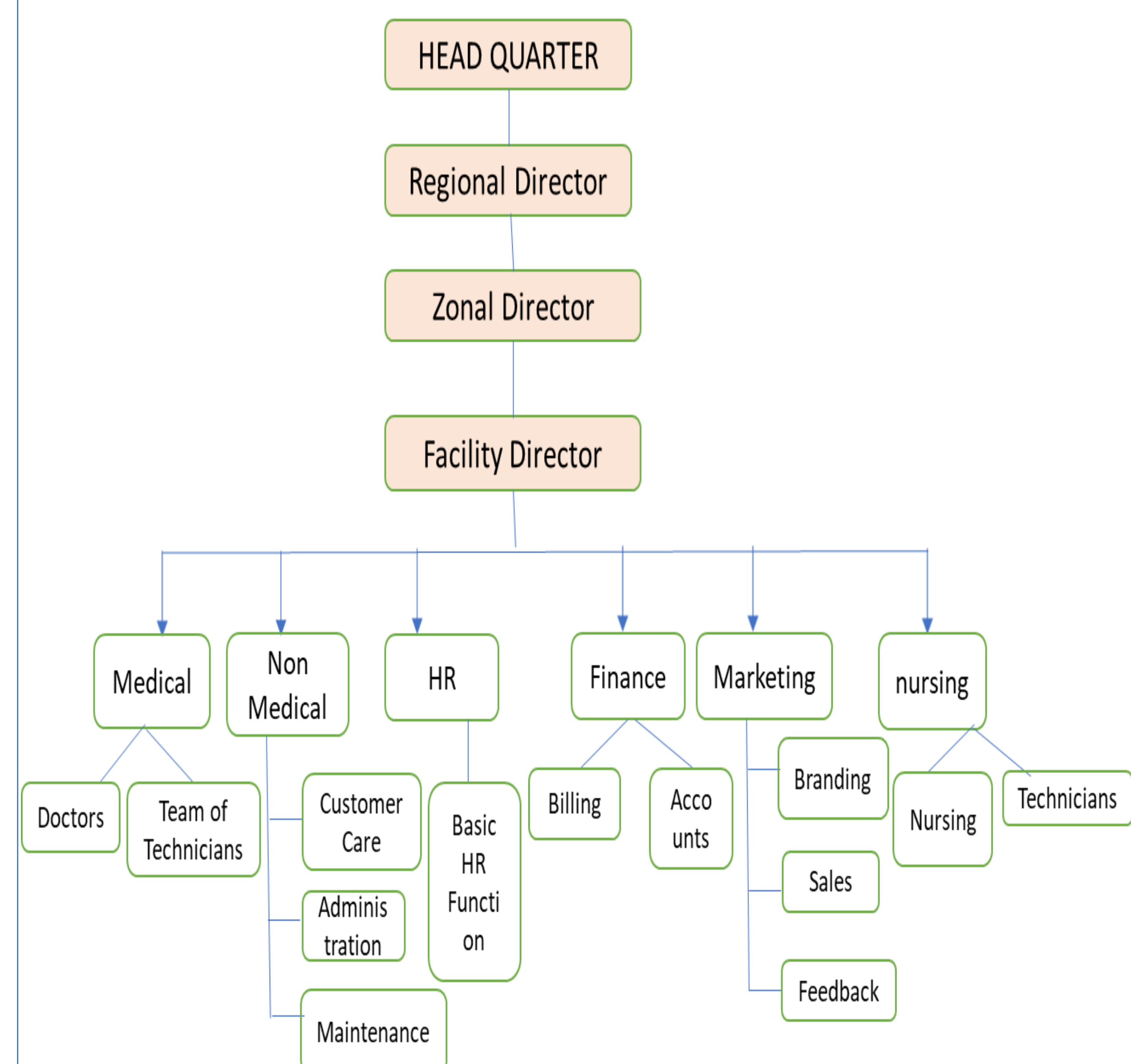
VISSION

- To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

MISSION

- To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care.

ORGANISATION STRUCTURE



Medical Record is a scientific, clinical, administrative and legal document relating to patient care, in which is recorded sufficient data, written in sequence of events to justify the diagnosis, treatment and results.

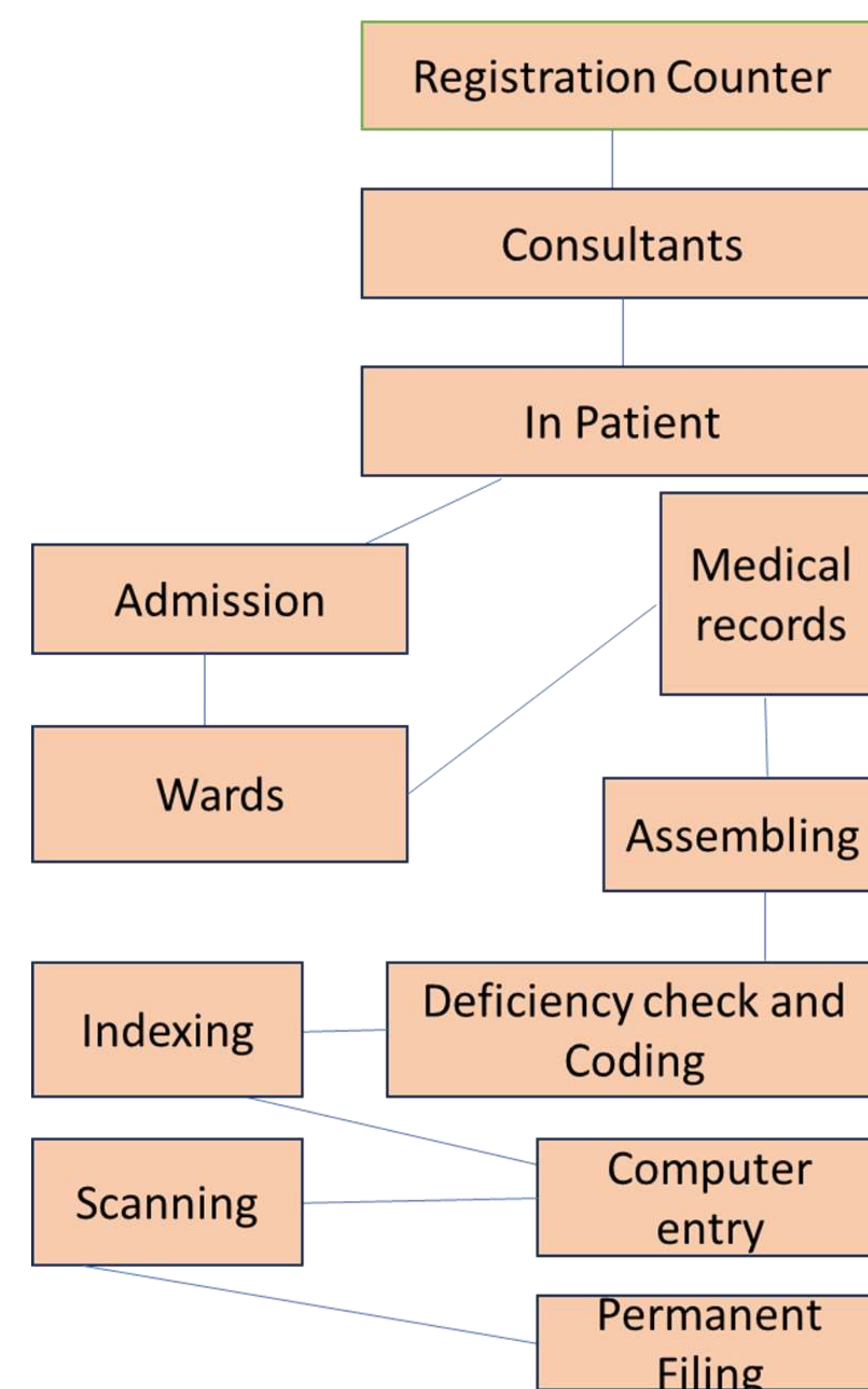
OBJECTIVES OF PROJECT

- To have a clear concept of how the Medical Record department work in the hospital and knowing their respective functions..
- To record the staffing pattern and gather information about the responsibilities of the personnel

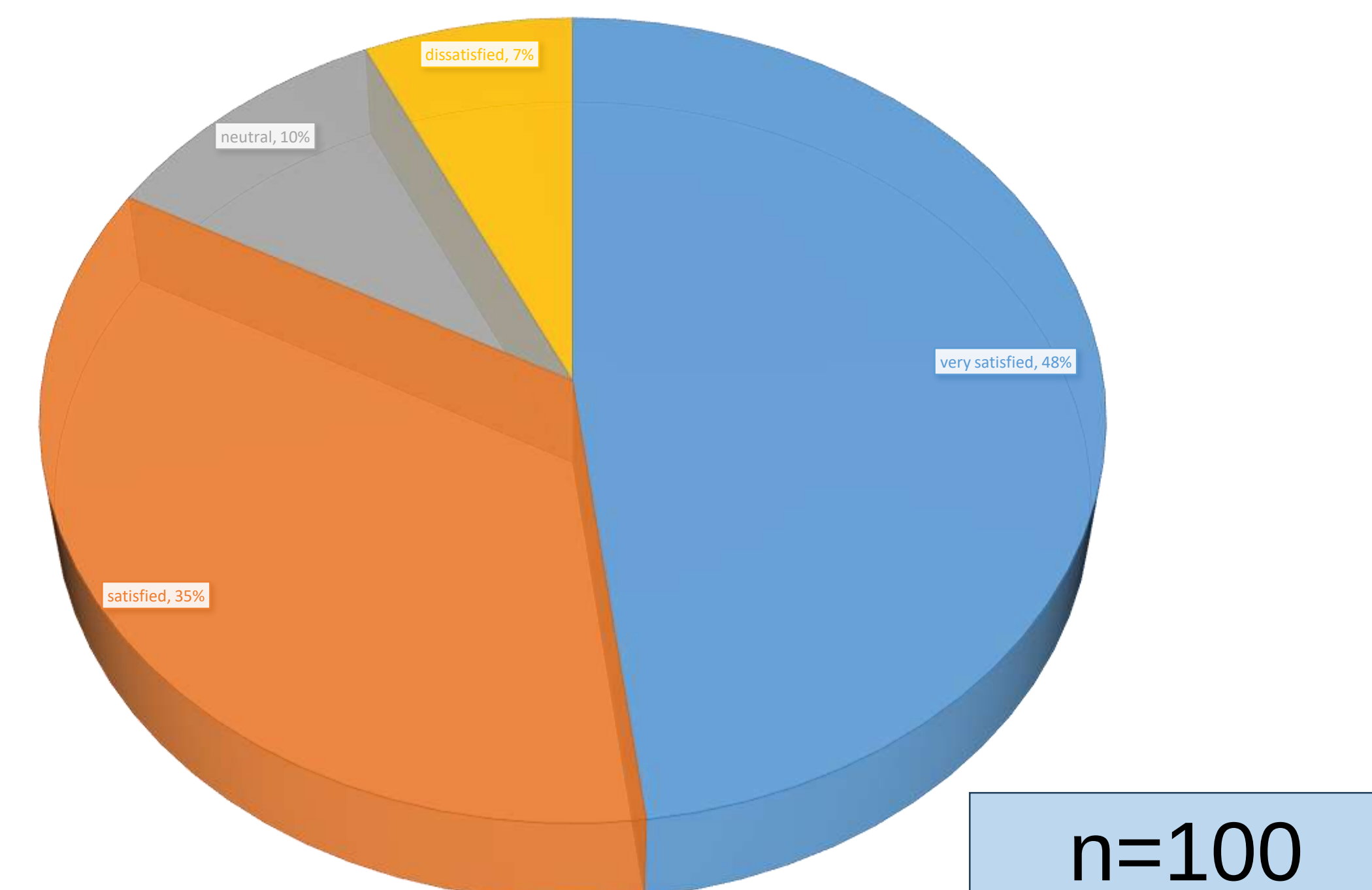
METHODOLOGY

- The methodology of my assignment is purely based on personal observation on the working activities of the Medical Record Department and other department.
- NATURE OF DATA: -
- Primary data
- The primary data has been collected through personal observation.
- Secondary data
- The secondary data has been collected from the hospital information system

WORKFLOW of MRD



ANALYSIS



SWOT ANALYSIS

Strength

- Data security and Privacy
- Regulatory Compliance
- Information Management
- Interdisciplinary Collaboration

Weakness

- Workload and Staffing
- Manual processes and paper bases Systems
- Lack of space
- Data Quality and integrity

Opportunities

- Transitioning from paper based records to electronic health records
- Artificial Intelligence and Machine learning
- Educational and professional development for its staff

Threats

- Accidental data leakage
- Education gaps hinders the ability to effectively manage and protect patient records.
- Inconsistent documentation practices impact quality of records.

ANNEXURES



LEARNING AND VALUE ADDITIONS

- Data Privacy and Security : learned the importance of maintaining strict data privacy and security measures.
- Documentation accuracy : Significance of accurate and detailed documentation.
- Standardized record keeping promotes consistency and uniformity across different patient records. This avoids errors, enhances data analysis.
- Importance of organized record storage , efficient indexing to streamline record retrieval processes.
- Process of Discharge of Cash and Credit patients.
- Process Flow of Out Patient Department.
- Learned handling of MLC cases by MRD .

CHALLENGES FACED DURING THE STUDY

- Incomplete and missing documentation in discharge files leading to errors.
- More than average time delay in discharges.
- Long waiting time in OPD counters for credit patients.

SUGGESTIONS

- Files can be sent back on the same day after auditing for completion.
- Online appointment portal to be more developed for patients to avoid waiting time in OPD.
- Proper guiding facility can be given for Old Age patients coming to visit doctors

USEFULNESS OF INTERNSHIP

- This internship gave a platform for personal growth and development.
- It gave us opportunity to develop and refine various skills like communication skills, teamwork necessary for a healthcare career.

Theoretical Work V/S Practical exposure

- It focuses on acquiring knowledge about topics like Privacy regulations, data management and legal requirements.
- It allows to work directly with medical records and healthcare professionals. Also enhances skills and provides opportunity to become familiar with Daily operations, workflow.