

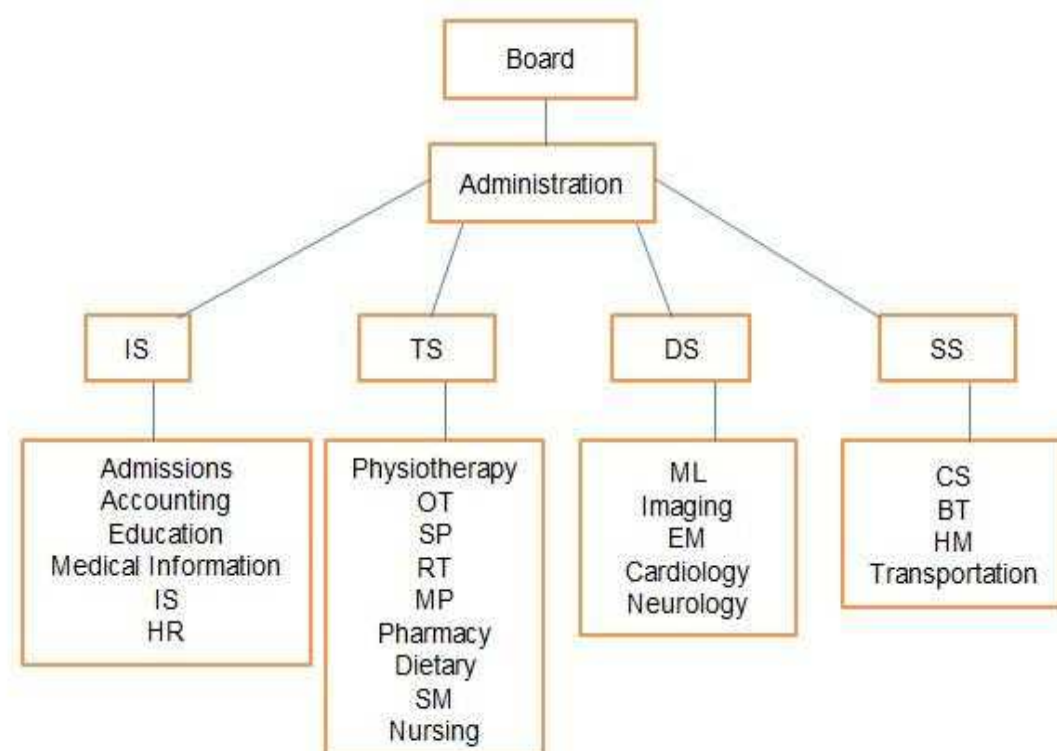
BRIEF HISTORY

In Kolkata, one of the biggest and most renowned multispecialty hospitals is CMRI which is also known as "Calcutta Medical Research Institute". This hospital was founded by the CK Birla Group in the year 1969 (Ckbirlahospitals.com, 2022). This hospital has provided the most effective research and treatment facilities over 45 years. This hospital is conducted in ten storey buildings with more than 400 beds. The main focus of this hospital is the standard of the services while providing treatment. This hospital recently has tied up with the "LV Prasad Eye Institute" for improving the training and research system. An "in house nurses" institute is run by this CMRI hospital and this is also awarded and recognised by "West Bengal Nursing Council".

Vision: To provide best of Patient Service & Clinical Excellence.

Mission: To create Clinical Centres of Excellence on a strong backbone of research, academics, and evidence-based medicine for best clinical and patient outcome.

ORGANIZATION STRUCTURE



BRIEF DESCRIPTION

Healthcare has become one of India's largest sectors, both in terms of revenue and employment. Healthcare comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance and medical equipment. The Indian healthcare sector is growing at a brisk pace due to its strengthening coverage, services and increasing expenditure by public as well private players.

LEARNING AND VALUE ADDITIONS

- 1) In the billing department I have learned RHS Hospital Information System(HIS).
- 2) Learned how to Check Report.
- 4) Learned how to download report from HIS.
- 5) Learned how to see & download invoices.
- 6) Learned how to make WBHS portal.
- 7) Learned how to download final bill summary.
- 8) Learned how to add charges and delete extra unnecessary charges.

PRACTICAL EXPOSURE VS THEORETICAL WORK

Practical knowledge is knowledge that is acquired by day-to-day hands-on experiences. In other words, practical knowledge is gained through doing things; it is very much based on real-life endeavors and tasks. On the other hand, theoretical knowledge teaches the reasoning, techniques and theory of knowledge.

In the IIHMR modules I have learned about various insurance companies and government schemes but in practical exposure I got to know how it's actually done like how the treatment cost will be payment by the insurance companies and by the government. I have learned about HIS in IIHMR but in the billing department I have got the glimpse of the HIS.

MEDICAL BILLING

Medical billing is the process by which healthcare providers create and submit claims to insurance companies, referred to as payers, to receive reimbursement for services provided to patients.

BILLING DEPARTMENT IN CMRI

The Billing Department in CMRI is engaged in generating detailed and accurate invoice regarding the cost of a patient's treatment and care. The Billing Department is engaged in generating In - patient Bills, WBHS, TPA Bills and patient's with corporate tie up's. The organization has tie-ups with over 65 Corporate and Government Company tie-ups for medical treatment. CMRI has tied up with more than 30 Third Party Administrator (TPA) Companies in India, which reduced the hustles of insured patient getting admitted. Billing Department Services are available from Monday to Sunday in the 24 hours.

This department has a most important responsibility to audit all the new bills and update new DFC cards and to check the doctor visit per day, junior doctor charges, all the tests & investigations

STRENGTHS

- . In the IP-billing department Time management is good.
- . In the department Team work is also good.

WEAKNESSES

- . In IP-billing department there unequal work pressure.
- . Lack of confidence in the employees.
- . Less communication & support among low level employees.
- . Unnoticed work & unsupportive leaders.

OPPORTUNITIES

- . Uses the latest and fastest HIS.
- . Collaboration with other Insurance companies.

THREATS

- . Other hospitals like Apollo, BP Poddar, RN Tagore using better HIS then CMRI.
- . Other hospital also has good human resource.

CHALLENGES FACED DURING INTERNSHIP

- 1) One of the most significant challenges faced by the interns during the internship in the hospital, CMRI has experienced doctors or other medical representatives forgetting that the individual is new in this field.
- 2) In this context, the interns cannot match their speed with experienced doctors.
- 3) The interns face problems in asking questions as well as communicating with experienced individuals.
- 4) On the other hand, another problem for interns includes dealing with new emotions, expectations and job roles during the internship.
- 5) Therefore, the interns are new to this job role and in this case, adopting this mental pressure and working with experienced doctors are difficult for them.

USEFULNESS OF INTERNSHIP

- 1) It helps to determine the right health trek and also assists to boost the pre-health resume.
- 2) The process of internship helps the interns to generate a deep understanding of which health department is suitable for an individual.
- 3) Therefore, based on these experiences of internship, the individual can choose the right path for future development.
- 4) On the other hand, the hospital interns can experience the life of individuals involved with the health system.
- 5) Therefore, by experiencing the life of a doctor, nurse or others in daily purpose the resume of pre-health rises.

SUGGESTIONS

1. Leaders should be supportive towards the employees working in the department.
2. Competition is so high that work environment gets so tensed.
3. Work efforts should be appreciated by others.
4. Should be good communication between leaders and employees.

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