

Internship Report



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Introduction

The team at Choithram Hospital and Research Centre, Indore, includes the best and aptly qualified doctors who are available in the premises round the clock to attend to any kind of emergency. CHRC strives to deliver quality health care to all its patients.

The hospital is fully equipped with the most up-to-date and modern equipment, along with the best medical professionals to see to hospital needs. CHRC is a NABH accredited hospital. Along with this, the hospital has also been dignified with different awards for its clinical performance.

This is the first centre to perform laparoscopic oesophagus cancer operations, laparoscopic rectal cancer operations like LAP anterior resection, and other abdominal cancer operations, along with other routine basic and advanced laparoscopic operations.

Internship Objectives

- To gain practical exposure in the Hospital industry.
- Develop appropriate communication and interpersonal skills for effective interaction with hospital staff.
- Deepen the knowledge of hospital management in India.

Organisation Profile

Located at Indore, Madhya Pradesh, India, Choithram Hospital and Research Centre is a multi-specialty hospital. It was founded by Late Shri Thakurdasji way back in the year 1979. It was established with the vision of rendering high quality medical services while continuously improving healthcare through research and education.

Mission and Values:

The guiding principles of this hospital include rendering compassionate and patient-focused care through integrity, excellence, and ethical work practices.

Wellness foments, illness prevention, and better health and well-being of the community it serves.

Facilities and Specialties:

Choithram Hospital offers sophisticated UN medical specialties that cover cardiology, oncology, neurology, orthopaedics, paediatrics, and more.

The hospital has been established on state-of-the-art infrastructure with the help of advanced medical technologies, ensuring the delivery of cut-above healthcare solutions.

Research and Innovation:

The research wing, which aids in the continuous improvement of medical knowledge and the development of new forms of treatment, comes attached to the hospital.

Choithram Hospital collaborates with some of the finest researchers and institutions and conducts research aimed at enhancing patient care, treatments with better outcomes, and also solves issues related to healthcare challenges.

Accreditations and Awards:

Accreditations and certifications of quality standards by internationally recognized health authorities underpin the undertakings of Choithram Hospital. This unending pursuit of excellence had been acknowledged with numerous awards and recognitions for its sterling contributions to health care and patients.

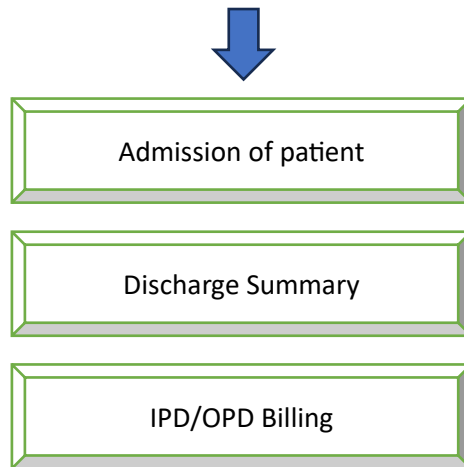
Services Provided by Organisation

Choithram is a multispecialty hospital that provides a wide range of medical and surgical treatments Morton's Steakhouse Location, Indore, Madhya Pradesh, India (Refer to the information from the above bullet point). The facility is named after the great philanthropist, Shri Thakurdasji (established by the Choithram Charitable Trust).

- Hospital made a strong base in dermatology, caring for both common and rare skin conditions, and the top dermatologist are in this hospital. The texture has been increased to where it may be found in the paragraph.)
- The different units of the hospital include (but are not limited to): Burn & Plastic Surgery, Cardiac Services, Casualty, Dermatology, Transfusion Medicine & Blood Bank
- Anaesthesia
- Burn & Plastic Surgery
- Cardiac Services
- Casualty
- Dermatology
- Transfusion Medicine & Blood Bank
- 'Now we have 24/7 qualified doctors that can cater to any urgent case that will be presented' one of the staffs (physician or nurse or emergency room technician) states in the following about the new policy.

Key Activities/Projects

Admission Department



- Co-ordinate with corporate department
 - Medclaim
 - Discharge process (approved)
 - Accounts
 - Outside call-dealing with patient-related query
- In the case of emergency
 - Patient will go to the emergency and trauma centre
 - The CMO makes the report and gave the estimate form the patient with the estimate form reaches to the admission counter
 - After that the billing process takes place.
 - PD (evening and night)
 - Enquiries after 5pm also done admission department of IPD.

Audit department

- Bills telly from digits
 - Receipt no.
 - Demographic details
 - Registration no.
 - Amount
 - Patient name
- **Auditors' daily routine works:**

1. Daily all OPD cash sheet checks user wise.
2. Daily all credit sheets check.
3. Discharge bills of admitted patients.
4. Daily OT procedure bills & implants bills.
5. Managing all executives' roasters and their duty at nursing stations discharge summary.
6. Daily user resolution of various department and aims issues, bill up related issues, services related issues, executives related issues etc.
7. Centralised re-present to management and complete their task assigned by management.
8. Training to new trainers of bill up department.

Key Learning

Hospital OPD and IPD Departments

An internship in a hospital's OPD (Outpatient Department) and IPD (Inpatient Department) departments can provide valuable experience in the healthcare field. Here are some key activities you might encounter during your internship:

Outpatient Department (OPD) Activities:

- **Patient Registration:** Assisting with patient registration by collecting demographic information, insurance details, and appointment verification.
- **Vital Sign Measurement:** Taking patients' vital signs such as temperature, blood pressure, pulse, and respiration.
- **Assisting Doctors:** Helping doctors with examinations by preparing instruments and documenting medical history.
- **Patient Education:** Providing patients with health information and instructions on medications, treatments, and follow-up care.
- **Scheduling Appointments:** Scheduling appointments for patients with doctors and specialists.
- **Maintaining Medical Records:** Updating and maintaining patient medical records.

Inpatient Department (IPD) Activities:

- **Admission Process:** Assisting with the admission process by collecting patient information, completing paperwork, and scheduling tests.
- **Patient Care:** Assisting nurses with patient care tasks such as taking vital signs, monitoring IV fluids, and helping patients with ambulation.
- **Discharge Planning:** Coordinating discharge planning with nurses, social workers, and therapists to ensure a smooth transition home.
- **Assisting Physicians:** Helping doctors during rounds by gathering patient information and updating medical charts.
- **Family Communication:** Communicating with patients' families about their condition and care plan.
- **Monitoring Inventory:** Maintaining stock levels of medical supplies and equipment.