

INTERNSHIP REPORT

Name of Intern- Dr. Rohan (HM-27 1588)

Duration of Internship- 01/04/2024 to 01/07/2024

Organization Mentor- Tejsingh Raypuria

(Business Head – Operations)

Cloudnine Hospital, established in 2007, has emerged as a leading healthcare provider in maternal care in India, specializing in maternity, gynaecology, fertility, and neonatal care. With offices in Bangalore and several centres all over the country like Delhi NCR, Mumbai, Hyderabad etc., it is one of the leaders among women's health services providers today. The hospitals for women have become well known owing to this high standard of medical supervision.

The excellent facilities at Cloudnine, which include state-of-the-art equipment and top-notch medical personnel. The hospitals are equipped with advanced neonatal intensive care units (NICUs), labour delivery rooms (LDRs), and specialized fertility clinics. The highly skilled medical team, comprising experienced obstetricians, gynaecologists, paediatricians, and fertility specialists, ensures high standards of care and successful outcomes.

Cloudnine places a strong emphasis on patient-centric care, providing a warm and supportive environment for expectant mothers and their families. The service includes prenatal and postpartum assistance as well as milk hygiene guidance. They offer pre- natal examinations, lactation assistance, birthing preparation courses for expectant mothers and their partners and paediatric consultations.

Roles and responsibilities

During my 3-month internship in the Cloudnine Hospital, I was responsible for a range of activities that supported the Hospitals daily operational activities and services.

My key responsibilities included:

- Increasing the Lab and scan revenue through on spot conversion method.
- Handling grievances received through social media and on ground.
- Cloudnine mobile adoption by patients through one on one tutorials/guidance.
- Implementation of reducing Patient appointment waiting time.
- Customer retention i.e., old and New customers.

Key

- **Workflow Management:** Learn the daily operations of the hospital, including patient admission, discharge procedures, and scheduling of staff and facilities.
- **Resource Allocation:** Ensure that the hospital has adequate supplies, equipment, and staff to handle patient needs efficiently.
- **Staff Management:** Develop strong leadership skills to manage and motivate a diverse team of healthcare professionals. Address any conflicts or issues promptly and fairly.
- **Training and Development:** Provide opportunities for continuous education and training for staff to keep them updated with the latest practices and technologies in maternity care.
- **Interpersonal Communication:** Enhance your communication skills to interact effectively with patients, their families, and the healthcare team.
- **Documentation:** Ensure accurate and timely documentation of patient records and hospital activities to maintain transparency and accountability.
- **Health Information Systems:** Get familiar with the hospital's electronic health record (EHR) system and other technology tools used in patient care and hospital management.
- **Work-Life Balance:** Maintain a healthy work-life balance to manage stress and stay effective in your role.
- **Patient Satisfaction:** Focus on improving patient satisfaction by ensuring a comfortable and supportive environment for patients and their families.
- ☐ **Feedback Mechanism:** Implement a system for collecting and addressing feedback from patients and staff to continuously improve hospital services.