

INTERNSHIP REPORT DISSERTATION

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DEPARTMENT: PATIENT CARE SERVICE

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Introduction

The Patient Care Service (PCS) department at Fortis Memorial Research Institute (FMRI), Gurgaon, plays a crucial role in facilitating healthcare services. This department serves as the first point of contact for patients and visitors and plays a key role in ensuring smooth and efficient hospital operations.

Importance in Hospital:

First Impressions: As the initial point of contact, the front office sets the tone for a patient's experience. Positive interactions can enhance patient satisfaction and trust.

Operational Efficiency: Effective management of appointments, records, and billing ensures that the hospital operates smoothly and that patients receive timely care.

Communication Hub: Acts as a central communication point between patients, healthcare providers, and administrative staff, facilitating coordinated care.

Organizational Profile

Fortis Memorial Research Institute (FMRI) is a leading multi-specialty hospital located in Gurgaon, known for its advanced medical facilities and patient-centric care. The hospital is equipped with state-of-the-art infrastructure and offers a wide range of medical services, catering to both national and international patients.

Services Provided by Organization FMRI provides comprehensive healthcare services including but not limited to:

- Diagnostic services (imaging, pathology, etc.)
- Inpatient and outpatient care across various medical specialties.
- Emergency medical services.
- Surgical procedures (both routine and specialized).
- Rehabilitation services.

Key Activities

Concierge:

Greet patients and visitors, provide information, and direct them to the appropriate departments. Address patient inquiries regarding services, procedures, and hospital policies. Provide support and assistance in navigating the healthcare system within the hospital.

Registration and Billing:

Collect patient information, verify insurance details, corporate/panel and enter data into the hospital's information system portal.

Call Centre:

Appointment Scheduling- Manage appointment bookings for various services such as consultations, diagnostic tests, and follow-up visits.

Doctor's coordinator:

Coordinate schedules between patients, attendants and doctors. Patient admissions and discharges, ensuring all necessary paperwork is completed. Liaise between different departments (e.g., clinical, nursing, radiology) to ensure seamless patient care.

Patient Experience:

Handle complaints and feedback, aiming to resolve issues promptly and satisfactorily.

Compliance and Quality Assurance:

Ensure all activities comply with healthcare regulations and hospital policies.

Participate in quality assurance programs to improve patient care services.

Key Learnings from Internship

My internship at the PCS department of FMRI provided me with invaluable insights and learnings, including:

- Invoicing and billing using HIS software
- Creating UHID - registration process

- Billing for doctor's consultation and laboratory investigations and radiology diagnosis
- Understanding of corporate billing
- Document verification for BPL/ EWS category
- Panel patients
- Health4U - preventive health check-up packages
- Different discount schemes- employee discount etc
- Refund process for not having the consultation or treatment
- Checking of the scroll deposit
- Process of call centre- managing appointment, blocking dates, rescheduling, cancelling, code announcements
- Appointment related to radiology
- Handling of VIP patients
- Managing long queue in OPD
- Understanding of softwares- HIS, Fortis agent portal, Fortis operating system

Conclusion

This internship experience at FMRI's PCS department has not only enriched my understanding of healthcare administration but has also equipped me with practical skills that are essential for a career in this field & will also help me in my upcoming job as a OPD Lead in Fortis Hospital, Manesar. I am grateful for the opportunity to have been part of such a dynamic and professional healthcare environment.