

Introduction - Max Healthcare, located in Saket, Delhi, is a premier healthcare institution renowned for its excellence in medical care and patient services. Established with the vision of providing world-class healthcare, Max Healthcare Saket has grown to become one of the leading hospitals in India, offering a comprehensive range of medical services across various specialties.

Equipped with state-of-the-art facilities and advanced medical technology, the hospital is staffed by a team of highly skilled and experienced healthcare professionals dedicated to delivering exceptional patient care. Max Healthcare Saket is committed to maintaining the highest standards of clinical excellence and patient safety, making it a trusted choice for individuals seeking quality healthcare.

The hospital's multidisciplinary approach ensures that patients receive holistic and personalized care tailored to their specific needs. With a focus on continuous improvement and innovation, Max Healthcare Saket strives to enhance patient outcomes and provide a compassionate healing environment.

Max Healthcare Saket is also actively involved in medical research and education, contributing to the advancement of medical knowledge and the development of future healthcare leaders. Through its unwavering commitment to healthcare excellence, Max Healthcare Saket continues to set benchmarks in the healthcare industry and remains a beacon of hope and healing for patients from across the country and beyond.

Objectives of internship –

To gain a Clinical Exposure: Gain hands-on experience in a variety of medical disciplines by working alongside experienced healthcare professionals in a state-of-the-art hospital setting.

To Understand best practices patient safety and quality care to improve patient outcomes.

Build professionals development to Cultivate professional behaviour, ethics, and communication skills necessary for a successful career in healthcare.

Participate in ongoing research projects and quality improvement initiatives to contribute to the advancement of medical knowledge and practices.

To enhance technical skills and medical knowledge

To understand the workflow in hospital including patient admission, treatment, discharge processes, and the coordination between different departments to ensure efficient and effective patient care.

Organisation – Max Healthcare

Institute Limited ("Max Healthcare") is one of India's largest healthcare organizations established in 2001. operating 19 healthcare facilities with over 4000 beds 30+ specialties 5000+ clinicians 20,000+ employees across NCR Delhi, Haryana, Punjab, Uttarakhand, and Maharashtra. With 85% of its bed capacity in Metro/Tier 1 cities, Max Healthcare also runs a homecare business, Max@Home, offering health and wellness services at home, and Max Labs. Promoted and led by Chairman and Managing Director Abhay Soi. It is a NABH, NABL and JCI accredited.

Mission - To deliver comprehensive, high-quality, and patient-centered healthcare services. They aim to ensure the highest standards of medical care, embrace innovation, and enhance patient experiences. Max Healthcare is committed to upholding ethical practices, fostering community health.

Vision - our vision is to be the most well-regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting-edge research.

Activities provided by Organization –

Medical Record Audit - is a systematic review and evaluation of patient medical records to ensure they are complete, accurate, and compliant with healthcare regulations and standards.

- -checking for the presence of all necessary documentation, verifying the accuracy of recorded information
- -audit also ensures that patient confidentiality is maintained

Ward Round Participation - During my internship, I participated in daily ward rounds with the floor manager. I noted the problems faced by patients and gathered their feedback. I then worked to address and resolve these issues as quickly as possible, ensuring a better patient experience and improving overall ward management.

Safety Rounds - During my internship, I conducted safety rounds in the hospital to identify potential hazards and areas needing improvement. I compiled detailed reports on my findings, highlighting safety concerns and suggesting corrective actions to enhance overall hospital safety and ensure a secure environment for patients and staff.

Collaboratively work with quality and clinical pharmacy department - Engaging in interdisciplinary collaboration with departments such as Quality Assurance and Clinical Pharmacy allows for a comprehensive understanding of hospital operations. This cross-departmental teamwork facilitates insights into their methodologies and practices, enhancing overall hospital efficiency and patient care.

Working on different projects-

- Medical record audit in different specialities
- A quality improvement Project on medical reconciliation at the time of admission to improve patient safety and care.
- Enhancing Discharge Processes for Improved Patient Outcomes

Perform duties on different department -During my internship, learning the intricacies of admission and discharge processes, including workflow management in different department by collaborating closely with floor managers.

Services provided by Organisation – During my internship at Max Healthcare Saket, Delhi, I had the opportunity to witness and contribute to a diverse array of healthcare services.

Work in different Department – Cardiology, Neurology, Nephrology, Kidney Transplant and Liver Transplant, MAMBS, Pulmonology and Gastroenterology, Oncology.

Work in different floors in max healthcare.

Collaborative work in Quality department and clinical pharmacy department under head of quality and head of clinical pharmacy.

Working with Floor managers and give chance for attending ward rounds to understand the workflow of patients.

Learning –

Gain practical experience in clinical settings across diverse medical departments.

Understand the operational workflows and patient care protocols at a leading healthcare facility.

Develop hands-on skills in patient interaction, diagnostics, and treatment planning.

Enhance my technical skills and Developed proficiency in patient assessment, history-taking, and effective communication skills.

Effective communication and maintain professionalism.

Enhance research skills by actively engaging in research activities.

Understand how different department working together and perform to deliver the best health outcome.