

INTERNSHIP REPORT

Prepared by: Dr. Harjas Kaur

Organization: **MEDANTA, GURGAON, HARYANA**

INTRODUCTION

This report presents a detailed account of my three-month internship at **Medanta Gurgaon**, where I served as a medical administration trainee. Throughout this period, I was assigned to three different departments: the emergency department, IPD (Inpatient Department), and EHC (Executive Health Check) wellness and OPD (Outpatient Department). This internship provided a comprehensive exposure to various facets of hospital administration and operations, allowing me to gain invaluable insights and practical experience in the healthcare industry.

OBJECTIVES OF INTERNSHIP

The primary objectives of this internship were:

- To understand the functioning and management of different hospital departments.
- To acquire practical knowledge and skills related to medical administration.
- To observe and learn about the use of various software systems in hospital operations.
- To participate in and contribute to the daily administrative tasks and projects.
- To develop problem-solving and decision-making skills in a real-world healthcare setting.

ORGANIZATIONAL PROFILE

Medanta Gurgaon is one of India's leading multi-specialty hospitals, renowned for its state-of-the-art facilities and comprehensive healthcare services. The hospital is committed to delivering high-quality patient care through a combination of advanced technology, highly skilled medical professionals, and a patient-centric approach.

SERVICES PROVIDED BY ORGANIZATION

Medanta offers a wide range of healthcare services, including:

- Emergency and trauma care
- Inpatient and outpatient services

- Specialized medical and surgical treatments
- Diagnostic and imaging services
- Preventive and wellness programs
- Rehabilitation and follow-up care

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

During my internship, I was involved in various key activities and projects across different departments:

Outpatient Department (OPD):

- Floor-wise introduction of OPD: Layout & Facilities
- Crowd management in OPD
- Observation of eHIS and Oracle software at the billing counter
- Preparation and management of maintenance data
- Handling complaints and escalations in OPD
- Ensuring availability of OPD staff
- Participated in feedback meetings to address patient grievances and gather insights on their experiences
- Received comprehensive training on the Zykr software, understanding its functionalities and utilization
- Accompanied fire audits to ensure compliance with safety standards
- Ensured prompt and efficient consultations and investigations for VIP patients and provided personalized assistance to VIP patients to enhance their experience
- Observed Excel sheets that recorded instances where patients refused doctor-advised investigations and captured reasons for refusal to help in understanding patient concerns and improving consultation strategies
- Facilitated the accommodation of investigations advised for OPD patients with the radiology department
- Compiled a list of revenue generated from OPD patients by diagnostic tests assisted by PCS staff (OPD to diagnostics conversion)
- Understanding the patient categories
- Maintaining brand standards and signages

Inpatient Department (IPD)-

- Morning handover by TL/NS & review of automated reports
- Floor manager daily round & meeting new admissions/transfer-ins
- Discharge management, night billing follow-up, attend daily rounds with physicians
- Financial issues - TPA/financial clearances/panel approval/unlisted procedures approval

- Bed management for new admissions and transfer-ins
- Permission for outside food/equipment/medication
- Address complaints/feedback raised through complaint cell/zykrr
- MRD/IPSG audit (>60/month)
- Learning about blood transfusion process
- Role of floor manager in code blue
- Unlisted procedure for panel patients
- LAMA management

Emergency Department

- Morning meeting Data collection.
- Floor manager Daily round & meeting new admissions/transfer ins in Heart Command Centre.
- Bed Management for ICU/Ward admissions in ER.
- LAMA Management
- MRD /IPSG Audit (>60/Month)
- Address Complaints/Feedback Raised through Complain cell/Zykrr.
- Patient counselling regarding unavailability of bed in desired category.

KEY LEARNINGS IN INTERNSHIP

Through my internship at Medanta Gurgaon, I gained significant knowledge and skills in the following areas:

- **Operational Management:** Understanding the layout and functioning of different hospital departments, managing crowd and resources, and ensuring smooth daily operations.
- **Software Utilization:** Learning the functionalities and applications of eHIS, Oracle, EMR and Zykr software systems in hospital administration.
- **Data Management:** Preparing and managing maintenance data, compiling revenue lists, and observing data related to patient behavior and feedback.
- **Patient Care and Services:** Ensuring the availability of staff, handling complaints and escalations, facilitating investigations, and providing personalized assistance to VIP patients.
- **Compliance and Safety:** Participating in fire audits and ensuring compliance with safety standards.
- **Financial and Administrative Tasks:** Managing financial clearances, panel approvals, discharge management, and addressing financial issues related to patient care.

- **Communication and Feedback:** Participating in feedback meetings, addressing patient grievances, and understanding patient experiences to improve service delivery.
- **Emergency Response:** Understanding the role of a floor manager in emergency situations, managing bed allocation, and handling LAMA cases.

This internship has been an enriching experience, providing me with a solid foundation in medical administration and preparing me for future endeavors in the healthcare industry.