

## About

Manipal Hospitals stands as a prominent multi-specialty healthcare provider in India, catering to a wide range of patients both locally and internationally. With a network of 37 hospitals spread across 19 cities, Manipal Hospitals is recognized as the second-largest hospital chain in the nation. Among its facilities, HCMCT Manipal Hospitals Dwarka, backed by the Human Care Medical Charitable Trust and situated in Dwarka, New Delhi, has been in operation since 2014. This hospital boasts a capacity of 350 beds, including 118 critical care beds, and features 13 state-of-the-art operating theatres. It is well-equipped with advanced medical technologies and staffed by a team of experienced and highly qualified healthcare professionals.

## Mission

To enhance "GROWTH, DIFFERENTIATION and PEOPLE" and to serve our patient with smile.

## Vision

Destination of Choice to the community we serve  
Be the most preferred and respected healthcare organization in every location that we operate.



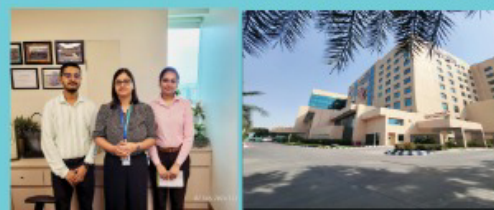
## SWOT Analysis



## Objectives

1. Evaluate Doxper's Impact on Operational Efficiency: Assess how the integration of Doxper's digital solutions enhances operational workflows from Outpatient Department (OPD) to Inpatient Department (IPD) conversions at Manipal Hospitals Dwarka, focusing on the reduction in patient wait times, the accuracy of data entry, and overall patient throughput.
2. Explore the effectiveness of Doxper's technology in terms of ease of adoption by healthcare staff and integration with existing hospital management systems at Manipal Hospitals Dwarka

Doxper's Innovative solution is an AI and ML-enabled system that digitizes healthcare data using a digital pen and encoded paper. This user-friendly method ensures that any information written by healthcare providers is instantly converted into digital format. The data is then processed through an AI-driven handwriting recognition engine and undergoes a quality check for accuracy. The final results are provided as both raw images and structured fields, accessible through various platforms such as Excel, web apps, and mobile apps. Additionally, Doxper offers robust API integration for data sharing and updates across client databases, including government and other healthcare systems (HIS/HMS), facilitating enhanced data analysis and healthcare outcomes.



FACULTY MENTOR  
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## Methodology

Study setting: MANIPAL HOSPITALS DWARKA  
Inclusive Criteria: - In patients - All Cash patients and Panel patients, outpatients  
Exclusive Criteria: - ICU / OT patients, EWS and TPA patient  
Data collection: Documents and records collected from Trackcare - Hospital targeted time, actual timings in each step of the hospital visits, and services availed from various depts of the hospital. Observation interaction with hospital personnel & patients: Interaction with patients, GROs, floor managers, PCAs and conversion spokesperson to gather information and figure out what's causing the delays and reasons for non-conversion. Observed hospital professionals working to understand the process of how they are handling and coordinating with other departments.

## Theoretical v/s Practical Exposure

Theoretical knowledge provides an extensive understanding of how hospitals operate and how various departments are structured. However, my hands-on experience has shown that the strategic placement of these departments is essential for minimizing patient transfers, thus enhancing both efficiency and safety. Additionally, my direct participation has deepened my appreciation for the unique roles and duties within the hospital.

## Usefulness of Internship

- Diverse Learning Opportunities
- Professional Networking in the Industry
- Development of Professional Competencies
- Engagement with Advanced Technology
- Understanding of Hospital Management

## Suggestions

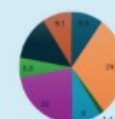
- Precise Role Allocation and Responsibility Sharing.
- Optimization of Billing Processes
- Improved Teamwork within the Radiology Department
- Responsibility for Completing Tasks
- Advanced Handling of Telephone Communications
- Enhancement of Staff Skills and Patient Education

## Challenges faced during Internship

The summer internship largely went smoothly, although there were some challenges, primarily due to inconsistent meetings with my mentor. Additionally, there were multiple instances where the guidance on the next steps for my tasks or responsibilities was ambiguous.



## Reasons for non - conversion



- Admitted in next month in Medical Management
- Out of station
- Unavailability
- Discharge/transfer
- Waiting for services
- Dropped after hospital
- With response

## CONVERSION BASED ON SPECIALIZATIONS



- General Medicine
- General Surgery
- Orthopedics
- Neurology
- Cardiology
- Dermatology
- ICU