



The IIHMR University, Jaipur
for the partial fulfillment for the award of the degree

of Master of Business Administration (MBA)

in

Hospital and Health Management/Pharmaceutical Management/Rural
Management

By

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Under the Supervision and Guidance of

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Internship Report

Introduction

Internship training is an integral part of the second year program, where we have to observe and learn the work culture of organization. Also it is necessary to participate in various department/activities so that we get first hand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision making.

I began my internship on March 22nd 2022 House Of Diagnostics(H.O.D), DELHI.

First day was induction program, wherein we were supposed to verify our certificates and submit the photocopy of Documents.

We were introduced to the Vision, Mission. Values and best practices of H.O.D and organization briefing was given. On the next day our training schedule was given to us. I was sensitized to the Service Standards of the Centre In order to deal with general population who visit to us as our patients.

Later from the 1st week onwards I was given the various tasks to perform.

Simultaneously I started working with my center head, whom I had to report on daily basis.

Objectives of Internship

1. To identify a specific problem area/areas of interest for the dissertation.
2. To assist the Lab manager in day-to-day operations. Through this process I expected to gain practical knowledge and skills to handle managerial issues related to major activities of the organization.
3. To observe various protocols observed in the organization and try to acquire skills to accomplish them.
4. To diagnose critical problems within an operational area
5. To provide the management with a set of alternative solutions, and
6. If possible, design and implement a plan to carry out the most feasible solutions.

Organizational Profile

HOD is dynamic and rapidly growing integrated medical diagnostic service provider, which is in the direct-to-consumer space, making a positive impact in the healthcare sector.

With a vision to be a national healthcare player, we are currently managing our operations in Delhi-NCR, with plans to expand rapidly.

Over the years, House of Diagnostics (HOD) has been a symbol of trust for patients, clinicians, and other stakeholders alike. We endeavor to provide high-quality, reliable diagnostic and imaging services at an affordable cost. Since incorporation, HOD has focused all its goals towards attaining and benchmarking the best in industry standards.

Flagship brand named the House of Diagnostics, has synonymized itself as a symbol of trust by patients, clinicians and other stakeholders alike. HOD envisioned the provision of quality and reliable diagnostic and diagnostic imaging services at an affordable cost. Since incorporation, House of Diagnostics has focused all its goals towards the attainment & benchmarking best Industry Standards.

HOD has excelled themselves in the provision of medical diagnostics. The facilities have been designed to improve performance parameters with faster turnaround time, while keeping an uncompromising focus at cost-efficient high-quality.

Currently, HOD plans to expand its horizons both domestically and globally, in order to help diagnose patients for proper cure. This objective is to be achieved by a selection of latest and technologically advanced equipment, high quality reagents, strict internal & external quality assessment, and control backed up by professionals who are not only qualified, but also diligent. Constant up-gradation and introduction of latest technology, has also developed as one of our major aims.

VISION

To be the preferred national medical diagnostic services provider.

MISSION

To deliver high quality medical diagnostic services by creating a culture of excellence where everyone experiences care

FLOORWISE DISTRIBUTION OF DEPARTMENT

Services Provided by Organization

MRI

PET-CT Scan

CT Scan

Bone DEXA

Ultrasound

Colour Doppler

Digital X-Ray

Echocardiography

TMT

ECG

Mammography

EEG, EMG, NCV

MRI

CT Scan

PET CT Scan

Laboratory

Ultrasound & Doppler

X-Ray

DEXA

Mammography

Nuclear Medicine

Cardiology Tests

Neurology Tests

Dental Imaging

Key Activities Undertaken Other than Dissertation

- Consent audit
- Equipment utilization time of each department
- PNDT record
- Monitoring of Quality Indicators as per NABH MIS- 2nd Edition
- Inventory Management
- Staff Management
- Facility Management