

Internship Report

Dissertation Location: Medanta- The Medicity Hospital, Gurugram, Haryana, India

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Introduction

Medanta – The Medicity is one of India’s largest and most respected quaternary care hospitals, located in Gurugram. Founded by Dr. Naresh Trehan, it was established with a mission to make advanced, high-quality healthcare accessible and affordable in India. The hospital combines cutting-edge technology, highly skilled professionals, and a patient-centric approach to deliver excellence across multiple specialties.

Medanta Lab form the backbone of the hospital’s diagnostic services. Accredited by NABL and JCI, the laboratories are equipped with fully automated, high-throughput systems that ensure precision, safety, and speed in test results. With an annual processing volume of over 2.2 million samples, the lab operates 24/7 with the help of different departments- Biochemistry, Haematology, Microbiology, Histopathology and Cytopathology. Real-time data integration through the Laboratory Management Information System (LMIS) enables seamless tracking, and minimal errors. Additionally, with over 250 collection centres across India, Medanta Labs extends world-class diagnostics beyond hospital walls—delivering accuracy, accessibility, and trust under the promise: “*Medanta hai to sahi hai.*”

Objectives of Internship

- Gaining real-world exposure in a top-tier multi-specialty hospital while working alongside experienced professionals in the healthcare field.
- Building practical skills in patient services, hospital operations, and clinical workflow management.
- Taking part in a research initiative aimed at enhancing healthcare delivery and patient outcomes, as part of the MBA program requirements.

- Actively contributing to the hospital's commitment to quality, innovation, and patient-centered care through teamwork and continuous learning.

Organizational Profile

Medanta, the Medicity, Gurugram is founded by Dr. Naresh Trehan, a well-known cardiovascular and cardiothoracic surgeon.

Medanta's Mission and Vision-

Mission

Our mission is to deliver world class health care services by creating institutes of excellence in integrated medical care, teaching and research. We aspire to create an ethical and safe environment to treat all with respect and dignity.

Vision & Values

The institute is governed under the guiding principles of providing affordable medical services to patients with care, compassion and commitment.

Core values of Medanta:

- **Patient Centric Care:** Encourage an environment in which everyone is dedicated to providing care for patients and their caregivers.
- **Leadership & Quality:** By performing and behaving outstanding, we pledge to deliver excellence in everything we do.
- **Integrity & Courage:** Respect the highest moral standards by prioritizing the patient and possessing the fortitude to act morally.
- **Collaboration, Learning & Innovation:** Foster a culture of teamwork and collaboration, embrace change and creativity, and foster innovation.

The hospital is equipped to make quality healthcare a reality for countless patients with an infrastructure built according to guidelines for healthcare facilities by the American Institute of Architects. To ensure quality healthcare we have:

- 43-acre campus
- 30+ medical specialties
- 900+ doctors
- 40 operation theatres
- 1,391 operational beds
- 270+ ICU beds
- JCI and NABH accreditation
- NABL accreditation

Medanta, the Medicity is a multi-specialty quaternary care hospital that has established itself as the leading healthcare provider in the country. The hospital is part of the Global Health Limited network, which operates five hospitals, and six clinics across the country.

Location and campus: Situated on a sprawling 43-acre campus in Gurugram, a prominent city in the NCR of India. The campus features state-of-the-art medical facilities, well-equipped diagnostic centres, and modern amenities of patients and visitors.

Bed Capacity and Operation Theatres: Medanta has a total bed capacity of 1300+, making it one of the largest private hospitals in India. The hospital boasts 40 operation theatres, equipped with advanced medical and surgical equipment and technologies.

Recognition and Rankings: Medanta has been consistently ranked as the best private hospital in India by Newsweek for six consecutive years, a testament to its clinical excellence and patient care. It is the only private hospital to be featured in the top 200 hospitals of the world, as per Newsweek's global rankings.

Digital Innovation and Technology: Medanta is at the forefront of digital innovation in the healthcare sector, with several cutting-edge initiatives. The hospital has developed a smart nursing application that enhances patient care by streamlining communication, monitoring and data management. Medanta's Tele-ICU command centre is a pioneering initiative that provides remote critical care support to underserved regions. The hospital has invested heavily in state-of-the-art medical equipment, including the Da Vinci Robot for minimally invasive surgeries, the world's fastest CT scanner for rapid diagnosis, and a Next Generation Sequencing system for advanced cancer detection and treatment planning.

Services Provided by Organization

Medanta offers a wide range of services delivered by a team of highly skilled and experienced doctors, backed by advanced infrastructure and the latest medical technology. These services include:

Clinical Services

- Anesthesiology including Cardiac Anesthesia including Neuro-anesthesia
- Dermatology and Venereology
- Emergency Medicine
- General Medicine including Infectious Disease and Rheumatology
- General Surgery including Laparoscopic & Bariatric Surgery

- Obstetrics and Gynecology
- Ophthalmology
- Orthopedic Surgery including Joint Replacement including Arthroscopy
- Otorhinolaryngology
- Sports Medicine
- Pediatrics including Neonatology
- Psychiatry (OPD)
- Radiology including Interventional Radiology
- Respiratory Medicine
- Transfusion Medicine
- Cardiology
- Cardio Thoracic and Vascular Surgery (Adult and Pediatrics)
- Clinical Hematology
- Critical Care
- Endocrinology
- Medical Gastroenterology including Hepatology
- Nephrology including Dialysis
- Neurology
- Neurosurgery
- Nuclear Medicine
- Kidney Transplant
- Liver Transplant
- Cornea Transplant
- Bone Marrow Transplant
- Heart Transplant
- Hand Transplant
- Medical Oncology
- Radiation Oncology
- Surgical Oncology including Gynecological
- Oncology
- Pediatric Surgery
- Plastic and Reconstructive Surgery
- Surgical Gastroenterology
- Urology

- Pulmonary Medicine
- Interventional Neurology
- Pediatric Haemato-Oncology
- Pediatric Cardiology
- Gastroenterology
- Pediatrics Nephrology
- Dental including Maxillofacial Surgery
- Vascular Surgery
- Thoracic Surgery

Diagnostic Services

- Audiometry
- Barium Studies
- CT Scanning
- DSA Lab
- MRI
- Mammography
- Gamma Camera
- PET
- Holter Monitoring
- Ultrasound
- X-Ray
- 2D Echo
- EEG
- EMG/EP
- Bone Densitometry
- Spirometry
- Tread Mill Testing
- Urodynamic Studies
- Sleep Lab
- Scopy (Bronchoscopy, Endoscopy, Colonoscopy, Sigmoidoscopy)

Laboratory Services

- Clinical Biochemistry

- Clinical Microbiology and Serology
- Clinical Pathology
- Clinical Immunology
- Cytopathology
- Hematology
- Histopathology
- Molecular Genetics

Transfusions Services

- Blood Transfusions Services
- Blood Bank

Professions Allied to Medicine

- Dietetics
- Physiotherapy
- Speech and Language Therapy
- Occupational Therapy
- Psychology
- Rehabilitation

Pharmacy

- Dispensing

Key Activities/ Projects Undertaken Other than Dissertation

I have been to different departments in this 3-month period which include:

Laboratory and Radiology Department

- Here I learned how different departments function separately but in a collaborative manner.
- IR (Intervention Radiology) which is one of the departments in Radiology where surgical procedures are done using USG or CT. These help in improving the precision and outcome of the procedure. It has all together a new experience where I got the opportunity to learn how it functions.
- In the laboratory there are separate different departments and state-of-the-art equipments. There I learned about the importance of tests in diagnosis.

Medical Superintendent Office

Things I did there include:

- Floor Manager Daily Rounds
- Regular patient feedback and conflict resolution
- Doing Root cause analysis and Corrective and Preventive action for complaint closure.
- Code blue audit
- Mortality and morbidity audit

Quality Department

- Here I did, VTE (Venous thromboembolism) and its prophylaxis compliance- to know how many patients who underwent surgery had VTE assessment done during admission to reduce preventable morbidity and mortality, tailor prophylactic measures, and improve surgical outcomes.
- Data Validation (sample size, pre validation, post validation, accuracy level and findings)
- Compliance of HD catheter (Haemodialysis catheter) complications (pneumothorax, haemothorax, hematoma and bleeding)
- Incident cause finding mechanism (doing RCA and CAPA of incidents raised in hospital).
- Learned to operate eHIS (electronic health information system).
- Multidisciplinary collaboration

Key Learnings from the Internship

- Patient care and Management
- Professional Development
- Time management and Prioritization
- Communication and Interpersonal Skills
- Adaptability and Flexibility
- Leadership and Teamwork
- Holistic approach to healthcare
- Efficient use of resources (material as well as human) for smooth functioning.
- Training and mock drills to improve staff capabilities. (NPCC)

- Strong feedback taking and compliance mechanism using Zykr and DreamSol app and Continuing to Care calls by OCC.
- Separate counters for improving crowd management as well easy booking of appointments from home.
- Audits to check the compliance or quality assurance.