

**INTERNSHIP
AT
PIMS, UDAIPUR**

**REPORT
SUBMITTED**



THE IIHMR UNIVERSITY, JAIPUR

for the partial fulfilment of the award of the degree of

Master of Business Administration
(MBA) in

Hospital and Health Management

by

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INTRODUCTION

The internship was conducted at Pacific Medical College and Hospital (PMCH), Udaipur, a leading private medical institution in Rajasthan. Affiliated with Pacific Medical University, PMCH functions as a dual-purpose facility, delivering excellent patient care while simultaneously advancing medical education and conducting clinical research. It plays a pivotal role in training future healthcare professionals while simultaneously serving the community with advanced medical services.

As part of the academic curriculum, this internship provided an invaluable opportunity to bridge the gap between theoretical learning and practical application. Being placed in a fully operational, multi-specialty hospital allowed for direct observation and involvement in real-time medical procedures and hospital functions. This immersive experience included exposure to various departments such as General Medicine, Surgery, Urology, Emergency Services, and Diagnostics.

Interns were introduced to the operational framework of the hospital, including clinical workflows, patient admission and discharge processes, hospital administration, and health information management. Participation in ward rounds, case discussions, and staff briefings helped in understanding patient care pathways and decision-making processes used by medical teams.

Moreover, the internship emphasized the importance of ethical practices, hygiene standards, empathy in patient care, and effective communication—critical soft skills in the healthcare environment. It provided firsthand insight into how multidisciplinary teams coordinate to deliver comprehensive and timely treatment to patients.

Overall, the internship at PMCH served as a solid foundation for professional development, enabling the intern to gain practical knowledge, clinical exposure, and an appreciation for the complexity and responsibility involved in modern healthcare delivery.

Objective of the Internship

The main objective of the internship was to:

- Understand the functioning of a multi-specialty hospital.
- Learn about the delivery of healthcare services, especially in clinical departments such as Urology, General Medicine, and Emergency Care.
- Observe patient care protocols and administrative processes.
- Enhance skills in hospital documentation, data handling, and patient interaction.

Organization Profile

Pacific Medical College and Hospital (PMCH) is located near Umarda in Udaipur, Rajasthan. It operates under the Pacific Medical University and serves as both a healthcare provider and a teaching hospital. The institution is equipped with over 900 beds, modern medical infrastructure, and advanced diagnostic and treatment facilities. It supports undergraduate and postgraduate medical education and is committed to community service through various outreach and healthcare programs.

Vision

A continuous and wholehearted dedication to understanding patients' needs and meeting them through exceptional, state-of-the-art healthcare services.

Mission

To deliver high-quality, affordable medical care in a compassionate, patient-centered environment, serving all individuals equally—regardless of age, gender, religion, or background—while striving to become a leading center for healthcare excellence.

Services Provided by the Hospital

PMCH offers a comprehensive range of medical and surgical services across multiple specialties:

1. General and Specialized Medical Services

- General Medicine
- General and Laparoscopic Surgery
- Obstetrics and Gynecology
- Pediatrics
- Orthopedics
- ENT (Ear, Nose, Throat)
- Dermatology
- Psychiatry
- Ophthalmology

2. Super Specialties

- Urology
- Cardiology
- Nephrology (including dialysis)
- Neurology

3. Emergency and Critical Care

- Round-the-clock Emergency Services
- Critical Care Units for seriously ill patients
- Specialized Intensive Care for Newborns (NICU)
- Advanced Intensive Care for Children (PICU)
- Comprehensive Trauma Support and Ambulance Response

4. Diagnostics and Support Services

- Radiology (X-ray, CT, MRI, Ultrasound)
- Pathology and Biochemistry Labs
- Licensed Blood Bank

- In-house 24x7 Pharmacy

Key Learning from the Internship

During the internship at PMCH, several important skills and experiences were gained:

- **Clinical Exposure:** Observing real-time procedures, pre-operative and post-operative care, especially in departments like Urology.
- **Hospital Administration:** Understanding hospital documentation, billing, patient records, and policy implementation.
- **Patient Interaction:** Learning about patient counseling, empathy, and ethical standards in healthcare.
- **Team Coordination:** Working alongside doctors, nurses, and hospital staff to understand the collaborative nature of hospital operations.
- **Data Analysis:** For students engaged in research, analyzing data (e.g., average length of stay for surgical cases) provided a practical understanding of healthcare statistics.

Conclusion

Interning at Pacific Medical College and Hospital provided a comprehensive learning environment that combined theoretical knowledge with hands-on experience. The hospital's modern infrastructure, range of specialties, and patient-centric approach made it an ideal setting to understand the dynamics of healthcare delivery in India. This internship not only enhanced clinical and administrative skills but also emphasized the importance of empathy, professionalism, and continual learning in the medical field.