

Internship Report

Introduction

The healthcare industry is undergoing a rapid digital transformation, with Electronic Health Records (EHR) and Hospital Management Information Systems (HMIS) playing a pivotal role in enhancing clinical, operational, and administrative efficiency. As part of my MBA in Hospital and Health Management, I undertook my internship at **KareXpert**, a leading Digital Healthcare Platform-as-a-Service (PaaS) provider. This internship provided me with the opportunity to work on live projects, focusing on the implementation of digital health solutions at prestigious healthcare institutions

Objectives of Internship

- To gain practical experience in the implementation and integration of EHR and HMIS systems in real-world hospital settings.
- To understand the operational workflows and challenges involved in digital transformation in healthcare.
- To develop technical, managerial, and interpersonal skills by coordinating with healthcare providers, IT teams, and administrative staff.
- To contribute actively in streamlining the digitization process and supporting user training and onboarding.
- To assess the readiness of healthcare institutions for digital health interventions and provide strategic support.

Organizational Profile

KareXpert Technologies Pvt. Ltd. is a Gurugram-based health-tech company offering a cloud-based, mobile-first Digital Healthcare Platform that enables hospitals to digitize and automate their operations. The company provides an end-to-end platform that includes modules such as EHR, EMR, HIS, Telemedicine, LIMS, RIS-PACS, Pharmacy, Billing, and more.

Vision: KareXpert envisions a future where digital healthcare platforms are readily accessible and efficiently utilized. They aim to provide a comprehensive, integrated platform rather than isolated solutions.

Mission:

Their core mission revolves around improving healthcare delivery and accessibility. This includes digitizing hospitals, making healthcare more accessible to patients, and empowering healthcare professionals with the tools they need.

Service Provided by the organization

KareXpert offers a comprehensive suite of services and products tailored for healthcare providers, including:

- **Electronic Health Record (EHR) System**
- **Hospital Management Information System (HMIS)**
- **Telemedicine Platform**
- **Radiology Information System (RIS) and PACS Integration**
- **Laboratory Information Management System (LIMS)**
- **Pharmacy Management**
- **OPD/IPD Billing & Claims Management**
- **Mobile Health Apps for Patients and Doctors**
- **Data Analytics & AI Integration**
- **Implementation Support, Training & Post-Go-Live Support**

Key activities / Projects Undertaken Other than Dissertation

During my internship at KareXpert as an **Account Manager – Implementation**, I was actively involved in the following key activities:

1. EHR and HMIS Implementation – Dr. Vasantrao Pawar Medical College, Hospital and Research Center:Nashik

- Conducted workflow mapping and gap analysis across clinical and administrative departments.
- Coordinated with the hospital IT team, clinicians, and department heads for smooth deployment.
- Trained end-users (nurses, doctors, administrative staff) on modules such as OPD, IPD, Billing, and Lab.
- Supported data migration from legacy systems and verified master data accuracy.
- Managed Go-Live support and feedback collection.

2. EHR Implementation – Artemis Hospital, Gurugram

- Focused on customizing modules to meet hospital-specific workflow requirements.

- Led integration of diagnostics and pharmacy modules with the existing infrastructure.
- Conducted functional testing and participated in UAT (User Acceptance Testing).
- Collaborated with internal tech teams and client-side stakeholders for issue resolution.
- Created documentation for SOPs and user manuals.

3. Project Documentation and Client Communication

- a. Maintained implementation status reports, meeting MoMs, and escalation matrices.
- b. Supported client onboarding and created dashboards for project tracking.

Key Learning From Internship

- Gained **hands-on experience in EHR and HMIS implementation**, including real-time problem solving and system configuration.
- Understood the **importance of change management** and user adaptability during digital transformation.
- Improved **communication and coordination skills** while working with multi-disciplinary stakeholders across departments.
- Learned to manage **project timelines, resource allocation, and client expectations** in a healthcare IT context.
- Developed a strong grasp of **interoperability challenges and compliance requirements** in hospital IT environments.
- Enhanced my understanding of **healthcare operations, clinical workflows, and digital health ecosystems**.

