

INTERNSHIP REPORT

Urvi Sharma

DISSERTATION LOCATION: MEDANTA, THE MEDICITY HOSPITAL,
GURUGRAM

DEPARTMENT: OUTPATIENT DEPARTMENT (OPD)

TENURE: 15/3/2025 – 31/5/2025

INTRODUCTION:

I had been assigned to the OPD Department at Medanta Hospital from April 1, 2025, to April 20, 2025. During this period, I observed certain areas within the OPD experiencing prolonged waiting times. Based on these observations, I selected the Gastroenterology department for an in-depth study. The study was conducted under the observation of the two consulting doctors whose OPD timings were from 9:30 AM to 4:00 PM. The study encompassed all categories of patients visiting the Gastroenterology Department in the OPD, namely:

Walk-in patients: Those arriving without prior appointments for consultation or follow-up

Appointment-based patients: Those who had scheduled consultation or follow-up. All patients are included in the study regardless of age or gender.

OBJECTIVES OF INTERNSHIP:

- To determine the waiting time in the Gastroenterology OPD
Systematically measure and document the average waiting time that patients experience in the OPD. Establish a baseline understanding of the current waiting time scenario.
- To understand the possible reasons resulting in increased patient waiting time
Identify and analyze underlying causes contributing to long waits, such as:

Doctors attending procedures or meetings

Patient unavailability during their call time

Administrative inefficiencies

- To suggest evidence-based solutions to reduce the problem of long waiting time and propose practical, data-driven recommendations based on the findings that aim to improve the patient satisfaction and the Operational efficiency of the OPD as well as the overall OPD experience without compromising quality of care

These objectives are central to the internship's goal of evaluating and enhancing OPD efficiency in the Gastroenterology Department at Medanta Hospital.

ORGANIZATIONAL PROFILE:

Medanta – The Medicity is one of India's premier multi-super specialty hospitals, renowned for delivering advanced and affordable healthcare. Founded in 2009 by eminent cardiac surgeon Dr. Naresh Trehan, Medanta is headquartered in Gurugram, Haryana, and operates under Global Health Limited.

MISSION:

Our mission is to deliver world class, patient centric, integrated and affordable healthcare through a dynamic institution that focuses on the development of people and knowledge.

CORE VALUES:

- Patient centric care: Foster a culture where every one of us is committed to care for patients and their caregivers
- Leadership and quality: Commit to delivering excellence in everything we do through exemplary action and behavior
- Integrity and courage: Maintain the highest ethical standards by putting the patient first and demonstrating the courage to do what is right
- Collaboration, learning and innovation: Promote teamwork and collaboration, welcome change and creativity and encourage innovation.

HOSPITAL OVERVIEW:

Founder: Dr. Naresh Trehan, a globally recognized cardiovascular and cardiothoracic surgeon

Established: 2009

Headquarters: Gurugram, Haryana, India

Flagship Facility: Medanta – The Medicity, Gurugram

Accreditations: JCI (Joint Commission International), NABH (National Accreditation Board for Hospitals & Healthcare Providers)

NABL (National Accreditation Board for Testing and Calibration Laboratories)

SERVICES PROVIDED BY THE ORGANIZATION:

Infrastructure & Capacity –

Campus Size: 43 acres

Operational Beds: 1,391, including over 270 ICU beds

Operation Theatres: 40

Medical Specialties: Over 30

Doctors: More than 900 full-time specialists

Core Specialties

Medanta offers comprehensive care across various specialties, including:

Cardiac Care, Cancer Care, Neurosciences, Gastrosciences, Orthopaedics,

Renal Care, Liver, Lung, and Kidney Transplants, Bone Marrow Transplant

Thoracic Surgery and Oncology, Paediatrics and Neonatology, Obstetrics & Gynaecology, ENT, Dermatology, Endocrinology, and more.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

1. Emergency Department:

I closely observed and understood the complete patient journey—from the moment the patient entered the ER until discharge, LAMA (Leave Against Medical Advice), or transfer to the mortuary. I actively participated in the triage process, ensuring accurate prioritization of the patients based on clinical urgency. I coordinated and expedited diagnostic investigations to ensure timely completion, and facilitated the admission process to provide patients with a smooth and seamless transition to inpatient care. Additionally, I was responsible for accurately recording Medico-Legal Case (MLC) data, maintaining strict adherence to hospital and legal protocols.

2. Inpatient Department (IPD), I was involved in planning patient discharges in coordination with doctors. I supported the Floor Manager in preparing daily reports and ensured that patients did not face any issues during their hospital stay. I also participated in the Medical Records Department (MRD) audit of IPD patient files. Additionally, I assisted with the closure of patient complaints and feedback through the Zykrr platform.

KEY LEARNINGS FROM THE INTERNSHIP:

1. Real-world Understanding of OPD Operations

Gained hands-on exposure to the functioning of a high-volume tertiary care hospital (Medanta Hospital). Learned how different categories of patients (walk-in vs. appointment-based) are managed in the OPD, especially in the Gastroenterology department. Understood the impact of scheduling inefficiencies on patient flow and satisfaction.

2. Data Collection & Research Skills

Conducted primary data collection over three months involving 92 patients using structured observational methods. Gained experience in designing data collection tools, time-motion analysis, and applying cross-sectional study design.

Practiced ethical data collection, including ensuring confidentiality, privacy, and non-interference with care.

3. Analytical & Critical Thinking

Identified the key causes for prolonged waiting times in the OPD and analyzed the average waiting times and consultation times using comparative analysis between the various patient categories (appointment vs walk-in, consultation vs follow-up).

4. Problem-solving & Operational Insights

Proposed evidence-based recommendations: Avoid scheduling appointments during procedural hours. Implement team-based care and virtual consultations. Schedule procedures in advance. Ensure continuity of care even if one doctor is unavailable.

5. Patient-Centric Care Focus

Understood how waiting time directly affects patient satisfaction, trust in the hospital, and overall experience. Developed awareness of workflow bottlenecks and how small inefficiencies create large-scale impacts on patient care.

6. Professional Development

Worked under the guidance of senior professionals Mr. Deepak Batra (Vice President, Hospitality & Operations) and received insights into hospital operations, staff coordination, and inter-departmental communication challenges. Learned to align academic research with hospital goals and real-world service delivery needs.

7. Communication & Reporting Skills

Developed strong report writing, literature review, and presentation skills. Learned on how to structure a full-length dissertation including methodology, results, discussion, and practical recommendations.