

**INTERNSHIP DONE AT MAX SUPER SPECIALITY
HOSPITAL, SHALIMAR BAGH, NEW DELHI**

Internship Report Submitted to



**The IIHMR University, Jaipur
for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)**

**In
Hospital and Health Management
by**

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**Under the Supervision and Guidance of
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2025

Introduction:

This report documents my 3-month internship experience at Max Super Speciality Hospital, Shalimar Bagh, New Delhi from 12th March 2025 to 31st May 2025. The internship was undertaken as a mandatory requirement for the MBA in Hospital and Health Management program at IIHMR University. The internship provided me with a structured opportunity to apply academic knowledge to real-world hospital settings, offering insights into hospital operations, patient services, finance and billing workflows, and interdepartmental coordination. Max Hospital, being a reputed NABH-accredited tertiary care institution, provided the ideal platform to understand how large multispecialty hospitals maintain quality, efficiency, and patient satisfaction simultaneously.

Objectives of the Internship:

- To understand hospital operations and patient flow mechanisms.
- To gain practical exposure in hospital billing and estimation processes.
- To analyze department-wise estimation accuracy and causes of billing variances.
- To engage in quality and process improvement initiatives.
- To enhance communication, documentation, and administrative management skills.

Organizational Profile:

Max Super Specialty Hospital, Shalimar Bagh is a 402-bedded NABH and NABL-accredited tertiary care hospital in North Delhi. The hospital offers advanced medical services across specialties like Cardiology, Oncology, Orthopedics, Neurosciences, and more. The hospital also caters to cash, TPA (third-party administrator), PSU, and international patients. With cutting-edge infrastructure and digital medical records, Max Shalimar Bagh is known for its robust billing and clinical documentation systems, making it a model facility for healthcare management training.

Vision:

To be the most well-regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting-edge research.

Mission:

To deliver world-class healthcare with a strong focus on patient care, medical excellence, and ethical practices.

Key Learnings from Internship:

- Acquired a broad understanding of hospital operations and infrastructure through a comprehensive induction and clinical area walkthrough.
- Gained exposure to the roles and workflows of various support departments, including Front Office, Pharmacy, IT, Security, LSS, Engineering, Biomedical, Housekeeping, and Food & Beverage.
- Understood the function of Third-Party Administrators (TPAs) in enabling cashless hospitalizations and managing financial workflows.
- Learned about the structure and essential details required for emergency services. Focused on understanding LAMA cases, observed the process of patients going LAMA, and the signing of the documentation required for LAMA cases to ensure legal and ethical compliance.
- Observed various scenarios influencing conversion of ER to IPD or LAMA.
- Learned about common challenges like bed availability for IPD admissions, financial constraints influencing patient decisions, and communication involved in guiding patients through the admissions or discharge process from ER.
- Gained an introduction to the Quality Department's role in ensuring patient safety and maintaining NABH accreditation standards.
- Studied NABH guidelines in detail, with a focus on the process and importance of obtaining informed patient consent.
- Understood the audit methodology used to evaluate consent forms, including key parameters like completeness, signatures, and clarity of communication.
- Learned to interpret consent audit data to identify non-compliance trends and areas of

strength in documentation practices.

Conclusion:

In conclusion, this internship has been a valuable learning experience, offering a comprehensive understanding of hospital operations, estimation processes, and quality compliance frameworks within a tertiary care setting. Exposure to diverse departments at Max Super Speciality Hospital, Shalimar Bagh, enabled practical insights into financial estimation procedures, TPA coordination, and hospital support functions. In particular, hands-on experience with consent audits and NABH guidelines emphasized the importance of accurate documentation and patient safety. The internship has not only strengthened my theoretical knowledge but also enhanced my analytical and observational skills, preparing me for future roles in hospital administration and healthcare quality management.