

**INTERNSHIP AT CRYSTAL DENTAL CLINIC, BAREILLY, UTTAR
PRADESH, INDIA**



for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)

in

Hospital and Health Management

by

Dr. NITISH CHAUDHRI

Under the Supervision & Guidance of

Prof. Alok Kumar Mathur

2025

INTERNSHIP REPORT

Introduction

As part of the MBA in Hospital and Health Management program, I undertook my internship at *Crystal Dental Clinic*, Bareilly, Uttar Pradesh. This hands-on experience allowed me to apply my academic knowledge in a real-world setting and understand the day-to-day challenges of managing a modern dental clinic. The internship lasted for around 2.5 months, from March to May 2025. During this period, I was involved in the assessment of the clinic's operational systems and conducted a descriptive study to understand its management practices.

Objectives of Internship

The primary objectives of my internship were:

- To understand the workflow and management structure of a private dental clinic.
- To assess operational efficiency in areas like appointment scheduling, patient flow, and administrative processes.
- To identify gaps in service delivery and propose practical, evidence-based improvements.
- To gather data and insights for my MBA dissertation project on “Management Practices in Dental Clinics.”

Organisational Profile

Crystal Dental Clinic, established in 2022 in Bareilly, is a modern dental practice offering comprehensive care. It is headed by Dr. Jayant Verma, who also supervised and mentored me during my internship. The clinic has two dental chairs and a small yet efficient team of dentists, hygienists, and support staff. It caters to a diverse patient population from different economic and educational backgrounds.

The clinic is known for its patient-centric care, use of digital radiography, and a growing focus on integrating technology to enhance operational efficiency.

Services Provided by the Organisation

Crystal Dental Clinic provides the following services:

- General Dentistry (fillings, cleanings, extractions)
- Orthodontics (braces and aligners)
- Oral Surgery (minor procedures)
- Cosmetic Dentistry (teeth whitening, veneers)
- Preventive Dentistry (check-ups and fluoride treatments)

- Patient counselling and follow-up care

Activities/Projects Undertaken (Other Than Dissertation)

Besides my dissertation research, I actively participated in:

- **Front Office Observation:** I observed and suggested improvements in the patient registration and billing processes.
- **Time-Motion Study:** I conducted timing observations of patient flow and check-in/check-out durations.
- **Appointment Audit:** Helped analyze the accuracy of appointment scheduling and the impact of emergency walk-ins on regular appointments.
- **Patient Interaction:** Interacted with patients to collect feedback regarding their experiences and service satisfaction.
- **Staff Engagement:** Coordinated informal sessions with clinic staff to understand their roles, challenges, and suggestions.

Key Learnings from Internship

My internship at Crystal Dental Clinic was a valuable learning experience. Some of the key takeaways include:

- **Understanding Real-World Operations:** I learned how small clinics manage patient load, resources, and workflows efficiently within limited space and staff.
- **Technology's Role:** I saw how integrating digital tools like EHR and appointment software improves accuracy and saves time.
- **Importance of Staff Training:** Well-trained staff can improve service quality, reduce errors, and enhance patient satisfaction.
- **Patient Satisfaction is Key:** Even small aspects like communication, cleanliness, and courtesy go a long way in shaping the patient's experience.
- **Analytical Thinking:** Collecting and analyzing real data helped me understand how numbers reflect day-to-day challenges and where improvements can be made.
- **Interpersonal Skills:** Working closely with patients and staff enhanced my ability to communicate effectively and manage professional relationships in a clinical setting.

Conclusion

This internship gave me an insightful introduction to clinic operations and management practices in a dental setup. It bridged the gap between theory and practice and has strengthened my readiness for a role in healthcare operations and administration. I am

thankful to Crystal Dental Clinic, my faculty guide, and the patients who supported my learning journey.