

INTERNSHIP REPORT

Hospital: Apex Hospital Pvt. Ltd.
Location: Jaipur
Intern: Sakshi Dashora
Enrollment No.: IIHMR-U/01/2023-25/1807
Duration: March 2025 – June 2025

1. Introduction

The healthcare industry is a multifaceted ecosystem where the efficient functioning of various departments contributes to the overall quality of patient care. Among these, the Supply Chain Management (SCM) function plays a critical role in ensuring that hospitals operate smoothly. This report presents a detailed account of my internship at Apex Hospital Pvt. Ltd., where I was posted in the Supply Chain Management department, specifically the Central Store. This internship served as a bridge between academic learning and practical exposure in hospital operations, equipping me with insights into real-time healthcare logistics, procurement, and inventory control.

My involvement was particularly significant because Apex Hospital was in the process of establishing a new unit in Udaipur during my tenure. I was entrusted with various responsibilities, from procurement and vendor negotiations to the management of purchase orders and preparation of the central store for full-scale hospital operations.

2. Roles and Responsibilities

My responsibilities during the internship were varied and progressive in nature. Below are the key tasks I was involved in:

Procurement Operations

- Preparing detailed requirement lists in coordination with department heads.
- Creating item specifications and floating RFQs (Request for Quotation).
- Comparing vendor quotations and preparing cost analysis sheets.
- Finalizing vendors and issuing Purchase Orders (POs).
- Coordinating delivery schedules to align with the hospital opening timeline.

Vendor Negotiation and Management

- Engaged with multiple vendors for high-value items such as surgical instruments, furniture, and diagnostic machines.
- Negotiated pricing, payment terms, and warranty conditions.
- Evaluated vendor reliability based on past records and service quality.

Central Store Setup for Udaipur Unit

Designed the layout for storage based on category and usage frequency.
Supervised the setup of racks, shelves, and designated zones for temperature-sensitive and high-value items.
Developed an item master list for the new unit including SKUs, unit rates, and storage location codes.

Equipment and Furniture Procurement

Managed the procurement of beds, stretchers, trolleys, operating tables, and ICU furniture.
Coordinated installation of biomedical equipment like patient monitors, anesthesia machines, and OT lights.
Ensured procurement of essential IT systems, software licenses, and communication tools.

Purchase Order and Invoice Management

Generated and maintained Purchase Orders using hospital ERP software.
Ensured all documentation—GRNs (Goods Receipt Notes), invoices, and delivery challans—was updated and verified.
Coordinated with the finance department for timely processing of vendor payments.

3. Key Learnings

Procurement Planning: Learned how to forecast demand and align procurement with operational timelines.

Vendor Communication: Developed negotiation, communication, and documentation skills for supplier engagement.

Technical Understanding: Gained technical familiarity with biomedical equipment and software systems.

ERP Usage: Hands-on experience with hospital ERP systems for PO management and inventory tracking.

Analytical Thinking: Applied Excel and Power BI for vendor comparison and cost analysis.

4. Conclusion

This internship was a milestone in my professional journey. It allowed me to apply theoretical knowledge in a real hospital setting and gain exposure to large-scale supply chain operations. The opportunity to assist in launching a new hospital unit enhanced my project management, analytical, and communication skills. Most importantly, it gave me the confidence to handle high-responsibility roles in healthcare administration.

The supply chain in a hospital is not just about delivering goods; it is about enabling patient care through timely availability of critical resources. I am grateful for the mentorship provided by Mr. Laveen Khotani and the collaborative spirit of the Apex Hospital SCM team. This experience has prepared me to contribute meaningfully to the healthcare sector.