

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment 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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Stream-Hospital management

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Place: Apex Hospital, Jaipur, Rajasthan

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Introduction

Internship program has become the bridge for those who want to enter to corporate level from the college life, through internship I got to know the real working environment that was very much different from my course study. During my internship, I got a chance to work in the credit department of a multispecialty hospital named Apex Hospital in Jaipur, Rajasthan to know about how credit department contributes in everyday running and how it generates revenue for the hospital.

Apex Hospitals are a chain of multispeciality hospitals across Rajasthan aiming to deliver top-quality and individual-focused Healthcare services. With a team of experienced doctors and trained staff, advanced medical technology, and state-of-the-art infrastructure, Apex Hospitals provide holistic healthcare services not just to residents of cities, but also to people living in remote locations, with perseverance, dedication and compassion.

Apex Hospitals is a chain of multi-speciality hospitals in Rajasthan. NABH accredited Apex Hospitals are amongst the fastest growing hospitals in Rajasthan, in preceding 3 year it has established new facilities at Sawai Madhopur, Jhunjhunu and Bikaner.

Apex Hospitals empanelled with CGHS, ECHS, ESIC, RGHS, Railways, RGHS and other state & central government schemes and Mukhyamantri Chiranjeevi Swasthya Bima Yojana and various TPAs by which patient can avail cashless services.

It is an experienced team of doctors, state-of-the-art infrastructure, best of advanced medical technology and unwavering compassion that has made Apex Hospital provide top-quality and patient-focused healthcare services since 1994.

I have spent a lot of time understanding and analysing the data and creating strategies and giving recommendations to improve the process of workflow of government schemes. All my experience helped me realize parts like grouping work, work environment, peering support, carried out in the organization. Thus, the internship duration provided me with the opportunity to broaden my knowledge, acknowledge my strengths/weakness that would be more helpful to shape up my career in the future.

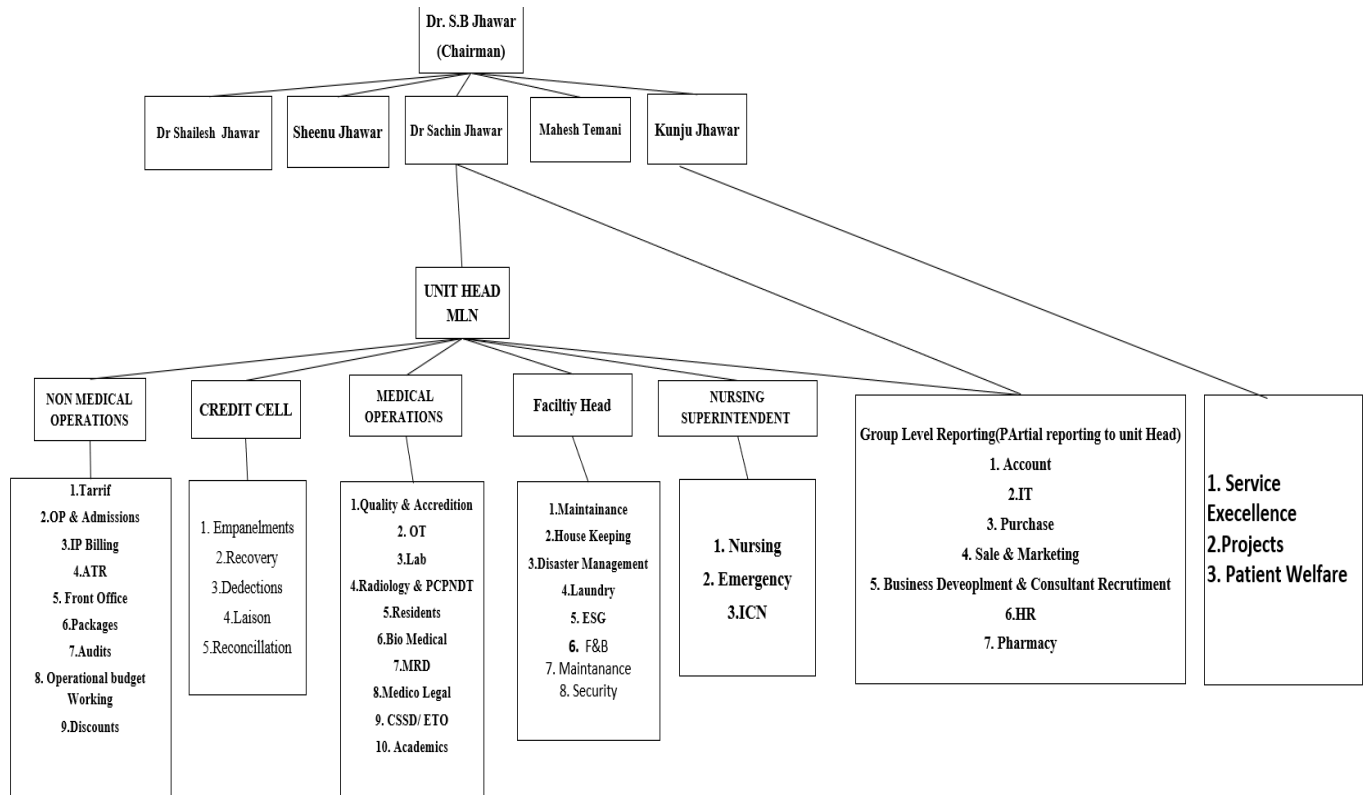
Objectives of Internship

As partial fulfillment of the requirements of the Master Business Administration program of IIHMR University, I was assigned to Credit Department of Apex Hospital Jaipur. The primary objective of the internship was to understand why the schemes empanelled under the government deduct the amount at the time of reimbursement of the cashless medical claims and after analyzing the reasons give recommendations to reduce the same which ultimately leads to a revenue loss to the hospital.

Through my analysis, I got to understand the reasons why claims were being rejected. This internship gave me a practical understanding of the workplace relationship, performing of the activities and engaging oneself in the working environment. In a way, it was more to get practical implication of all the studies, theories that I had acquired so far. This would help me pave a way towards growth in my academic as well as personal development. Apart from general objectives, the specific objectives are highlighted below:

- To acquire exposure in the working environment resulting in the development of practical knowledge, confidence and diplomacy.
- To learn and apply theoretical knowledge practically in the workplace.
- To develop interpersonal, managerial and communication skills
- To come up with the possible strategies to gain competitive advantage.
- To be a valuable asset for the organization by contributing positive aspects
- To fulfill the partial requirements for the Master of Business Administration program of IIHMR University

Organizational Profile



Vision

To deliver quality conscious and technology driven contemporary healthcare across segments, in an environment that is oriented towards patients and staff needs with all endeavours to ensure continuous education and training for a multi-faceted personal and linear organizational growth.

Mission

To provide holistic quality care at a minimal cost in a hygienic environment with perseverance, dedication, and compassion.

Core Values

Compassion for our patients. Teamwork with our staff and partners. Integrity in our professional conduct. Responsible corporate citizenship.

Quality Policy

Apex Hospitals Pvt Ltd is committed to provide its patients timely and appropriate care by processes operated by well trained and competent staff.

Medical Specialities

- 1st hospital in Rajasthan to get Emerald Certificate in Emergency
- 1st hospital in Rajasthan to have a COVID triage with Blue, White, Red zones
- Highest number of V-MAT Radiation Cancer treatment in Rajasthan
- Highest ever weight loss surgery (269kg) in Rajasthan
- 1st hospital in India to do successful kidney Tumour Surgery extended through heart
- 1st hospital in state 3rd in India to get Hybrid Cath Lab
- Introduced 1st Cath Lab in Sawai Madhopur

Reach

Our journey began in Jaipur, and we are extremely proud of our contributions to the healthcare industry in Rajasthan. From Jaipur , we have now five chains of Apex Hospitals,two in Jaipur and one each in Sawai-Madhapur, Jhunjhunu and Bikaner. We are continuing to grow at an exponential rate to meet the evolving needs of the markets in which we operate, and those where we believe we can make a difference .

Services Provided by Organization

Apex Hospitals is committed to deliver quality health care services with the state of the art facilities which are as follows:

- 24 Hrs. Emergency and Trauma Facilities
- 24 Hrs. medical shop, ambulance and laboratory services
- Super Deluxe and Deluxe Rooms
- State of the art advance Hybrid Cath Lab
- Telemedicine Facilities
- Completely equipped Cardiac and CTVS ICU
- 10 bedded Neuro ICU with best-in-class ventilators
- Speciality ICUs including Cardiac, Neuro, Medical, Surgical and Transplant ICU
- Dedicated and trained Nursing Staff
- Specialized treatment for major Neurological conditions
- State of the art operation theatre

Key Activities/ Projects Undertaken Other than Dissertation

- Assisted the CS in Audit of Compliance Certifications
- Handled the HMIS at the billing counter and registered a few patients in the HMIS.
- Audited Mansarovar's unit and Jhunjhunu Chiranjeevi schemes.
- Audited March 2022 CGHS and ECHS scheme for Malviya Nagar Unit.
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Key Learnings from Internship

- Observed and understood the process flow of the credit department in depth.
- Observe- the patient registration process at the admission counter and observed the billing process in the HMIS system
- Observe- and identify the problems faced by patients during the whole process flow and finding the reasons behind them