

Internship Experience

Intern: Pranaya Srinivasan

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Location: Hindu Mission Health Services – Naganallur

Dates: 18/7/2022 – 29/7/2022

Date	Time	Department
18/7/2022	12:00 PM – 3:00 PM	Reception
19/7/2022	12:00 PM – 3:00 PM	Reception
20/7/2022	12:00 PM – 3:00 PM	IP Billing
21/7/2022	3:00 PM – 6:00 PM	IP Billing
22/7/2022	12:00 PM – 3:00 PM	Physiotherapy
25/7/2022	12:00 PM – 3:00 PM	Physiotherapy
26/7/2022	12:00 PM – 3:00 PM	Medical – Observed Doctor & Consults on IP Rounds
27/7/2022	3:00 PM – 6:00 PM	Medical – Observed Doctor On OP Rounds & Nurses
28/7/2022	12:00 PM – 3:00 PM	Medical – Observed Duty Doctor
29/7/2022	12:00 PM – 3:00 PM	Physiotherapy & Medical – Observed Dietician

Observations:

In order to reach a goal, it is important for a proper system to be in place, something which I found applicable to the work and mission of your hospital. With the mission to provide healthcare at an affordable rate for all social classes, I found HMHS successful in accomplishing that mission continuously since it was first founded.

As a charitable hospital running on a non-profit basis, I was amazed to see the number of facilities available to patients and the medical care provided for patients at HMHS.

I first began this internship by observing the reception, the entry of the hospital where I felt

the true work was occurring. The reception is the first place in the



hospital patients are able to gain directions, have their questions answered, and are able to gain assistance as needed. The first two days I spent in the reception, I was able to see the care and compassion the hospital faculty had for the patients, busily handling the phones while also attending to the patients at the reception desk. I was extremely grateful that they were able to answer my questions despite being constantly busy.

The next two days I spent in In-Patient Billing was where I was able to learn about patient admission and hospital finances. I was able to observe their interaction with patients and their attenders and was able to learn about the variation in fees. From learning that patients could pay as low as 40 rupees in a general checkup to fees adding on based on provided medicines, necessary admission to hospital, daily room fees, and more, I was still surprised to learn fees were still lower than that which I have seen in hospitals in the US and as far as I know about other hospitals in India.

I appreciated how IP Billing informed patients and their families in advance of possible costs and within what time payments were needed to be made. They showed a lot of trust toward the patients and I was also able to learn about steps that could be taken if the patient couldn't pay for their treatment at one point - whether it be requesting management and outside sources on the patient's behalf or completing ongoing treatment for a patient and having them discharged at the least.

Observing the physiotherapy department was an interesting experience especially because not only was I able to observe the various therapies provided, but was also able to learn about different patient's conditions and the necessary course of treatment for each one. I felt included by the ladies I had met in the physiotherapy department, allowing me to help if possible and how they took their time and went in depth about the various treatments being provided. The last four days of my internship were the most engaging in my perspective as I was able to observe the medical aspect of the hospital. Under the guidance of Jhansi sister, the chief nurse, I was able to observe various doctors, consultants, and nurses.

As I am pursuing a career in the medical field as per my current studies, I was able to learn a good deal of information about various conditions and treatments that were being conducted. I am extremely grateful to Dr. Manimozhi for taking me along with her on her In-patient and Out-Patient rounds, allowing me to observe and explained each individual case.

Spending the majority of my time with her, she even allowed me to take part in helping with diagnosis and observing patient symptoms, after which we worked together to come up with a diagnosis. It helped me to expand my knowledge medically and allowed me to practice and learn to some extent the process of treating a patient from checking a patient's history, observing their behavior and symptoms, examining the patients, narrowing possible diagnosis, suggesting further tests and labs, and providing appropriate treatment. The case sheets I was able to view allowed me to see how thorough the doctors and nurses are when it comes to providing care towards the patients.

Overall, I appreciate and will cherish this experience as it has allowed me to expand my knowledge and I was also able to observe facilities I wouldn't have access to in the US. The experience allowed me to observe certain differences and learn more than that which I had experienced and learned in the hospitals I volunteered at in the US.

As I will be pursuing a degree in biology on the pre-med track, I believe this experience gave me the opportunity to do something most people don't get to know about until later on in their studies. I was able to get the experiential portion of my education before learning the book knowledge and facts in college.

I would like to thank Ashok sir and Usha ma'am for allowing and aiding me in this experience, the faculty for allowing me to observe their work, and all of HMHS for providing me an unforgettable experience. The knowledge I have gained from this experience will aid me in my future endeavors and for that I will always be grateful to HMHS and Sankara Healthcare Foundation.

If you need any more in-depth information, feedback, and any further suggestions, you can contact me using the information I have provided above. Thank you!