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A Report on
“Internship Experience as a front desk Executive at The Lab Aid Hospital,
Ashulia”

Submitted To:
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Letter of Transmittal

Mr. Mahmudul Hasan
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Subject: Submission of a report on “Internship Experience as a Front Desk Executive at The Lab Aid Hospital”

Dear Sir,

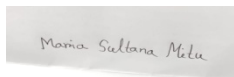
I am pleased to submit my internship report as a Front Desk Executive at The Lab Aid Hospital which I completed from 17 September to 25 November, 2024. This report provides an overview of the activities and tasks I have performed, the skills I developed and the knowledge I have gained during my intern time at the hospital.

I appreciate your cooperation and the advice you gave me in resolving the report preparation problem.

I hope it's in order now.

Thank you

Sincerely Yours,

A rectangular box containing a handwritten signature in cursive script that reads "Maria Sultana Mitu".

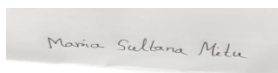
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Declaration of the Student

I, Maria Sultana Mitu, hereby certify that I am the author of the internship report that is being provided, which is titled "Internship Experience as a Front Desk Executive at The Lab Aid Hospital, Asulia."

Additionally, I attest that the report was written just for my academic benefit and not for anyone else's. I wouldn't use this material for other organisations' benefit.

Maria Sultana Mitu

A small rectangular image showing a handwritten signature in cursive script that reads "Maria Sultana Mitu".

ID: 211-10-727

Department of English

Daffodil International University

Certificate of approval

This certifies that Maria Sultana Mitu, a Daffodil International University student, finished the project report "Internship Experience as a Front Desk at The Lab Aid Hospital, Ashulia" under my guidance. As a partial fulfilment of the requirements for finishing the internship at The Lab Aid Hospital, it has been reviewed, certified, and approved. Additionally, it is certified that, to the best of my knowledge, the work presented here is not included in any other project report or dissertation that is being supported.

Supervisor

A handwritten signature in black ink, appearing to read 'Mahmud', with a horizontal line underneath.

Mr. Mahmudul Hasan

Lecturer

Department of English

Daffodil International University

Acknowledgements

I want to sincerely thank my supervisor, Mr. Mahmudul Hasan, a lecturer in the English department, for his help and advice. This project enriched and it would not been possible without his assistance and guidance. Secondly I would like to thank the Managing Director at The Lab Aid Hospital, who helped to understand my tasks. I am also deeply appreciative of the nurses and staff at the hospital who generously shared their knowledge and experience. Once again thanks to everyone who contributed to making this project success and especial thanks to my academic supervisor whose guidance and patience have been invaluable.

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Abstract

This internship report provides a comprehensive overview of my practical experience at The Lab Aid hospital, where I work as a front desk executive of my internship from 17 September to 25 November, 2024. My internship report is titled **“Internship Experience as a Front Desk Executive at The Lab Aid Hospital, Ashulia”** The main objective is to gain practical knowledge and applying theoretical knowledge in real-world. This report details the skills acquired, challenges encountered and key learning outcomes during the internship. It concludes by highlighting how the experience has enriched my understanding about patient contact, improved my clinical competence.

Keywords: Comprehensive, Hospital, executive, skills, challenges, encounter, learning.

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Chapter: 1

Introduction

1.1 Introduction

Internship is essential for bridging the gap between theoretical knowledge and practical experience, helping individuals gain hands-on experience in their field of study. It helps individuals develop practical skills that are not always covered in classroom setting. Internship provides a chance to apply concepts learned in academic programs in real-world scenario. My internship report outlines the experience and knowledge gained during my internship at The Lab Aid Hospital as a front desk executive. The internship lasted for three months from 17 September to 25 November, 2024. This document presents the results of my internship experience at the Department of English within the Faculty of Humanities and Social Sciences at Daffodil International University.

The primary goal this was to gain Practical exposure to patient care. As I worked on the communication sector, I have to communicate with patients after release. I have asked about their health conditions, if they feel better I congratulated them and if they feel not good I could show the doctor again.

1.2 Background and Significance of the report

1.2.1 Origin of the study

As stated by the Department of English, a three-month internship with any organization or company is mandatory, along with a report. I have successfully completed my internship under the guidance of Mr. Mahmudul Hasan in the English department at Daffodil International University. I took the opportunity to begin and complete my internship at The Lab Aid Hospital. My organizational supervisor, Md. Moshir Rahman, the Managing Director of The Lab Aid Hospital, provided me with instructions on how to perform my tasks. I prepared this report to fulfill the requirements for my bachelor's degree. I was assigned this course for the autumn semester of 2024. I wrote this report following the guidelines of my supervisor.

1.2.2 Objectives of the Study

I am eager to acquire knowledge about different topics. When I began my internship course, my goal was realized as the internship program from the English department allowed me to experience something new. By participating in The Communication Sectors, I was able to enhance my language skills. I have developed a strong bond with patients.

Starting time of my internship paper offer important objectives. These are objectives are listed below:

- To gain hands-on experience in healthcare professionals in various departments.
- To gain practical knowledge in patients care.
- To apply theoretical knowledge in real-world clinical setting.
- To understand the functioning of different departments within the hospital.
- To develop interpersonal and communication skills with patients and medical staff.
- To observe and learn the workflow, including patients admission, diagnosis treatment and discharge processes.
- To develop competencies in working with medical technologies and equipment.

1.2.3 Scope of the Study

During my internship time, I was imposed to act at hospital, for three months. The primary objectives were to gain practical exposure to the patient care system. I have to collect patient's history and contact with patients about their health conditions whether they feel good or bad. My internship time I given my best performance. This paper shows about patient care in hospital also different sectors.

This long process was very hard for me to understand hospital form. The scope of this internship covered several Areas within the hospital that the report can be used:

- To know the clinical exposure
- Administrative Function
- Medical Equipment of Technology
- Specialized Department

Chapter 2

Methodology

2.1 Methodology of the Study

2.2 Research Design

The methodology I employed during my internship consisted of a blend of observation, participation, and documentation. This report adheres to qualitative methodology. I gathered data from both primary and secondary sources, which I have outlined below for the study.

2.3 Selection of the topic

I chose this topic in collaboration with my esteemed internship supervisor, Mr. Mahamudul Hasan, who is a lecturer in the English Department at Daffodil International University. The topic I selected is “Internship experience as a front desk executive at The Lab Aid Hospital.”

2.4 Identifying data sources

I collected both primary and secondary information. Primary data were obtained through verbal communication with officials and staff when necessary, while secondary data sources included files, documents, and the company's website, among others.

2.5 Target Population Size

The Lab Aid Hospital comprises a Chairman, General Manager, Marketing Officer, Receptionist, and Communication Sector. The organization has a total of 30 employees and consists of 4 departments.

2.6 The data sources

I have used both primary and secondary methods for this report.

Primary sources are officials, personal observation, and informal discussion with workers, desk works and experiments.

Secondary sources are website of The Lab Aid Hospital, newspaper, social media, job searching site, files, and documents.

2.7 The collection of data

Primary data

- In the first week I familiarized myself with the hospital layout, including different wards, departments and staff.
- Observing the daily activities of the medical staff, doctors, nurses.
- Understanding patient care and treatment.
- Carrying basic task as talking patient history and ensuring patient comfort.
- Conducting informal interview with doctors, nurses, and staffs.
- Analyzing various medical conditions and their treatment protocols.

Secondary data

- Collecting patients histories, recording vital signs
- Updating patient files and scheduling appointments.
- Websites of The Lab Aid Hospital.

2.8 Time, Duration, and Location

The internship conducted at The Lab Aid Hospital, Ashulia, Saver from July to December, 2024.

Chapter: 3

3.1 Overview of the Hospital

The old name of the hospital was Jannat General Hospital and Diagnostic Center, established in 2014. Present name of the hospital is The Lab Aid Hospital. The location of the hospital is Ashulia, Saver. Departments of the hospital are Medicine, Gynae and Obs, Orthopedic surgery and Otorhinolaryngology etc. The numbers of beds are 15 and employees are 30. In this hospital, surgery is done by expert doctors. There are various advantages for poor people. They get help from this hospital. This hospital provides 50% discount of any surgery for poor people and garments workers.

I completed my intern at The Lab Aid Hospital. For me it's a great opportunity.

3.2 Mission and vision of the hospital

- Establishing 150 beds
- Establishing ICU,CCU, MIR scan
- Making more large and own building
- Making ensure to help poor people more than present
- Establishing more departments
- Hiring more expert doctor

3.3 Services of the hospital

- All day servicing system
- Special service for poor patients
- Job searching
- Online staff posting
- Internship

Chapter: 4

4.1 My Internship Experience

This report is described all of my responsibilities as I intern at the hospital. This organization gave me opportunity to gain sense and experience myself. I joined the hospital on 17 September and finished my three months intern on 25 November, 2024. My internship time I was imposed to the front desk executive at The Lab Aid Hospital.

In my personal experience, it was not easy task to do work at hospital. It was difficult for me because I came from English background. I want to do new something and to gain new experience. So I took challenge to do work in hospital. It was never easy task for me because I have to deal with different patient. I have to work with critically ill patient. The hospital environment was often busy and demanding, I have faced challenge to adapt new environment.

My first day I felt too shy and always thought how I would manage my work. First day I was introduced to the hospital's protocols, regulations and general workflows. I familiarized myself with the hospital environment. Then I met to managing Director Md. Moshiur Rahman. He is kind and elegant person. He introduced me to my supervisor Samiya apu. She introduced me with other employees and different department and also about my task. I got front desk where I have to collect patient's history and contact with them after release.

My first patient was Beauty. She was delivery patient. I have to communicate with her about health condition and have to ask whether she feel good or not. Thus I have to handle patient from four departments. Though it was challenge for me, during my intern I did my duties sincerely. I saw the working environment and observed people activities.

To know the patients history and collect information, sometimes I have kept notes of my everyday task. I learned from everyday. I am introduced about hospital environment. I have to see various patients and deal with their emotions. I have learned about how we should deal with patient, how we should mentally support them and talk about their health conditions. It was totally different experience for me. Really I am grateful to Managing Director to give me this opportunity. Three months is so low about to know the vast sector but I had tried my best.

4.2 Internship Activities

I was doing internship under the supervision of Md. Moshir Rahman, Managing Director of The Lab Aid Hospital, Ashulia. He was very sincere. He supported me to understand my task as this task was very difficult for me to do work at hospital. I had to work with 40 people, they all were supportive, and they helped whenever needed.

4.3 Duties at Hospital

I have assigned at the hospital to complete my internship. As I assigned as a front desk executive my duties were to communicate with patient as I have assigned in Communication Sector.

Here is shortlist of my duties:

- Recording patient information or histories and medical conditions
- Contacting with patient about their health conditions
- Listing released patient's history
- Contacting after release whether they feel good or bad

4.4 Responsibilities at Hospital

My intern time I had some duties that I to do every day.

These responsibilities are listed below:

- Assisting nurses and sometimes doctors with daily patient care
- Monitoring patient progress and reporting to the medical staff
- Learning about managing patient data
- Helping patients understand their treatment plans and answering their queries

4.5 Demand of Organization:

4.5.1 Organization Internship Process

- When I get mail contact the different company
- Collecting the clearance
- Make to email for template
- Giving it different company where have internship opportunities
- Make short CV in the resume bank

Chapter 5

Findings

5.1 Self-Findings

I got chance about to know my skills and about to know my weaknesses. I got opportunity to pick up new skills which help me long time .In my intern time I gain knowledge and skill even though so limited.

- My communication skills are improved as I am worked in Communication Sector
- Learned how to adapt of any environment
- Known how to manage emotions as working with patients was emotionally taxing
- Learned about patient care
- Learned to take responsibilities
- To know the idea of job sectors which helped me future.

5.2 Communication Skill

As I was assigned in Communication Sector I have to communicate with people such as I used to contact with patients and asked them about their health conditions. I have also communicated with doctors, nurses and others so on. So during my internship I have developed my skills which are very sufficient in my whole life

5.3 Time Management

As I worked in hospital, it taught me about the importance of time. During my intern I struggled with balancing administrative duties and patient care responsibilities. However it taught me valuable time and management skills that would help me in my day to day life.

5.4 Organization Findings

- Among four departments, two departments have gaps in patient care and lack of sufficient nurses such as Otolaryngology and Orthopedic.
- Limitation of medical equipment such as MIR scan

- Limited departments. According to the needs of the patients more departments are required such as Emergency Department (ED), Neurology and Cardiology.
- A few numbers of patient beds, there are enough bed for Obstetrics and Gynecology but limited bed for Orthopedic.
- Space is less per patient for Otolaryngology and Orthopedic.
- Hospital's building is small as patient arrive
- Communication gap between doctor and patient but not for each department

If these limitations and gaps are filled the hospital will move to a high position.

Chapter: 6

SWOT Analysis

SWOT analysis is strategic planning tool used in company and organization to understand strengths, weaknesses, opportunities and threats. The aim of this analysis is to access the internal and external environment of any organization, evaluating its position and identifying areas for improvement.

Strengths	weaknesses
• Experienced medical staff including doctors, nurses and other so on • Improving effectiveness of treatments • Well managed patient services • High standards of health care delivery • Allowing staff development and medical equipment • Offer 50% discount for poor people and garments worker	• While the medical staff is experienced the hospital lacks of staff regular training and development programs • Limited departments and patient dissatisfaction • Inefficient information systems • Although the hospital has excellent health delivery, its limited research and innovation
Opportunities	Threats
• Raising demand for healthcare services • Enhance research capabilities and access new medical advancements • Growing digital health solutions, increase patient access and improve care delivery • Seeking support from government • Developing specialized service such as cancer care, cardiology or neurology and MIR	• The hospital faces strong competition from other well-established healthcare • Face a challenge of rapid advancements in medical technology

Chapter: 7

Conclusion

My internship at The Lab Aid Hospital was highly educational experience that provides me with a board perspective on patient care. I gained hands-on experience in both patient care and hospital environment. It was totally new experience for me to do intern in hospital. I have to deal with patient emotions and answering their queries. I have learned how a hospital functions at different level and the challenges that the healthcare face daily. I have learned after completing my internship about hospital environments, equipments, departments, how to communicate with patients, how to care patients and mentally support. Also I have developed my communication with doctors and staff. The Lab Aid Hospital is developing their service systems; increasing different department as patient demands and digital health solutions though faces strong challenges and the hospital has limitation, try to overcome it.

Overall this internship has depended my understanding of the communication sector. It is very difficult to gain and understand of all medical equipment's knowledge but which I gained that prepared me for future challenges.

Chapter 8

Reference: <https://g.co/kgs/3RXxbZm>.

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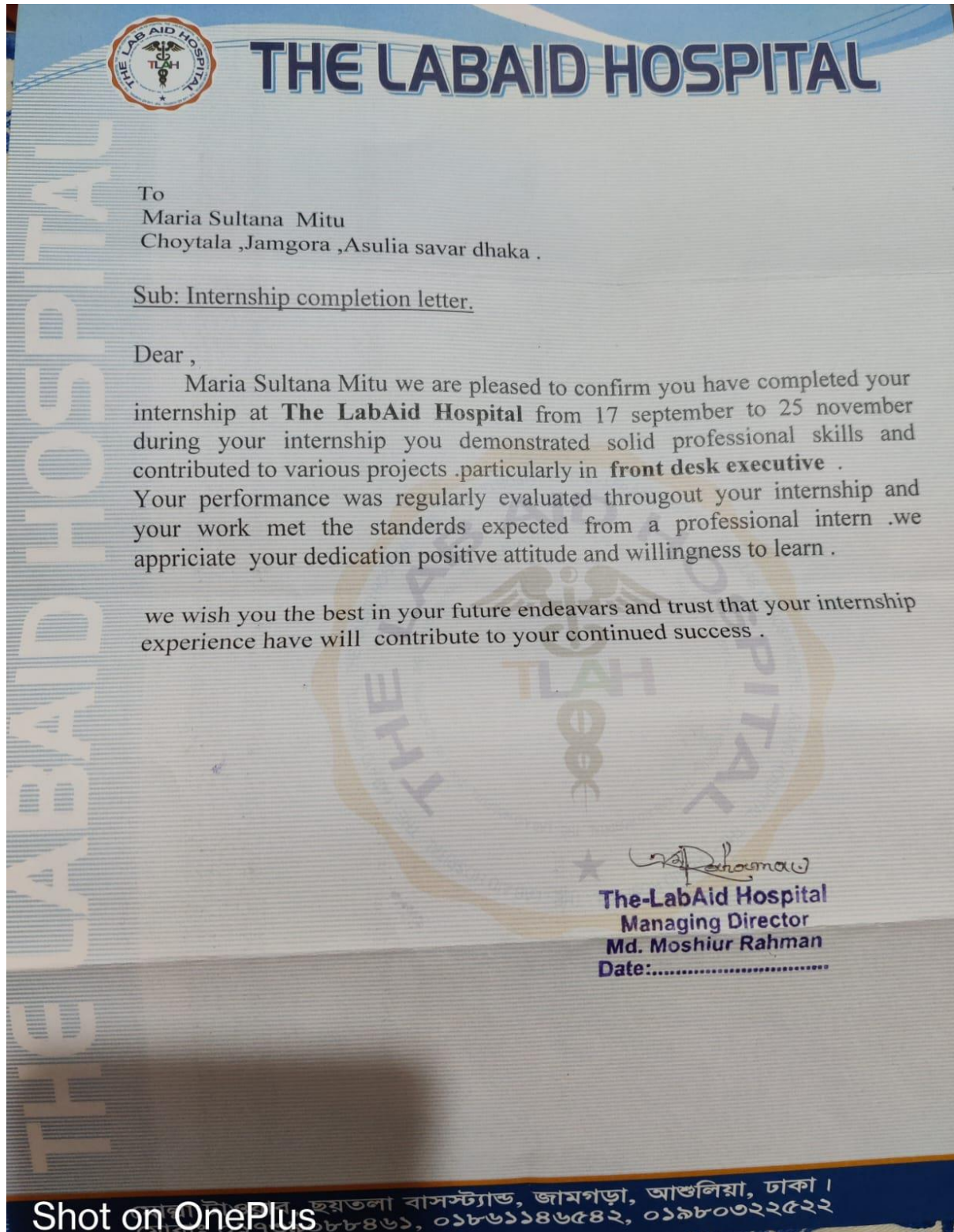
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Certificate of Internship



Chapter: 9

Appendices



Image 9.1- Checking the patient's history



**Image 9.2- Calling patient after release for knowing
health condition**



**Image 9.3- With my prestigious colleagues and asking
how I can proceed**