

Internship Report
on
**"Coordinating Experiences at Rabeya Private Hospital in
Rajbari"**

Prepared by:

Shazid Hasan

ID: 191-10-418

Batch: 14th

Department of English

Faculty of Humanities and Social Science

Under the guidance of

Md Abdul Momen Sarker

Assistant Professor

Department of English

Faculty of Humanities and Social Science



Date of Submission: 09 November, 2023

The report is submitted to the Department of English, Daffodil International University, during the Fall 2023 for the partial fulfillment of Bachelor of Art (Hons) in English.

Declaration

I hereby declare that the Internship Report entitled "Coordinating Experiences at Rabeya Private Hospital in Rajbari" is an original work conducted and written by me. This report has been prepared as a partial fulfillment of the requirements for the completion of my internship program in the English Department at Daffodil International University.

I affirm that the contents of this report are the result of my own efforts and research. The data and information presented in this report are authentic to the best of my knowledge, and no part of this report has been reproduced from any other sources without due acknowledgment.

This report has not been submitted to any other institution or university for the award of any degree, diploma, or other similar titles. The insights, conclusions, and recommendations in this report are based on my personal experiences during my internship period from August 8, 2023, to November 2, 2023, at Rabeya Private Hospital, Rajbari in Bangladesh.

I understand the ethical implications of plagiarism and take full responsibility for the originality of this work. Any discrepancies, factual or otherwise, found in the report are unintentional.



Shazid Hasan

ID: 191-10-418

Department of English

Daffodil International University

Dhaka, Bangladesh

Certification

This is to certify that the project paper titled "Coordinating Experiences at Rabeya Private Hospital in Rajbari" with the ID number 191-10-418 has been carried out under my supervision by Shazid. Throughout the execution of this project, he has exhibited dedication, diligence, and a strong work ethic in fulfilling the project's objectives.

I have closely observed his efforts, and it is evident that he has invested substantial time and energy in researching, organizing, and presenting the content of this project paper. His commitment to the task is commendable, and he has demonstrated a keen understanding of the subject matter.

I believe that his project paper represents a valuable contribution to the field and showcases his academic and professional growth during the period of its completion. I have confidence that the skills and knowledge he has acquired through this project will serve him well in his future endeavors.

I extend my best wishes to him for his future endeavors, and I have no doubt that he will continue to excel in his academic and professional pursuits.



Md Abdul Momen Sarker

Assistant Professor

Department of English

Daffodil International University

Dhaka, Bangladesh

Acknowledgment

I would like to express my deepest gratitude to the entire staff of Rabeya Private Hospital, Rajbari for providing me with the opportunity to intern at their esteemed institution. Their unwavering support and guidance throughout the internship were instrumental in shaping my learning experience. I am particularly grateful to my supervisor, Abdul Momen Sarker, for her mentorship and encouragement. Her expertise and dedication to patient care were a constant source of inspiration.

I would also like to extend my heartfelt appreciation to my professors at Daffodil International University, whose unwavering support and guidance throughout my academic journey have been instrumental in my personal and professional development.

Abstract

The internship experience at Rabeya Private Hospital, Rajbari provided invaluable exposure to the dynamic world of healthcare coordination. This report delves into the intricacies of coordinating with doctors and patients, highlighting the challenges and rewards of bridging communication gaps and ensuring seamless patient care. The internship also offered valuable insights into the organizational structure and functioning of a private hospital, emphasizing the importance of teamwork and collaboration in maintaining high standards of patient care.

Keywords: Healthcare, coordination, seamless patient care.

Table of Contents	
Contributions	Page
Declaration	i
Certificate	ii
Acknowledgment	iii
Table of Contents	iv
Abstract	01
Chapter One: Introduction	02
Chapter Two: Objectives	04
Chapter Three: Methodology	05
Chapter Four: Hospital review	06
Chapter Five: Coordination with doctor	07
Chapter Six: Coordination with patient	10
Chapter Seven: Reflection on growth and learning	13
Chapter Eight: Recommendation	16
Chapter Nine: Conclusion	17

Chapter One

Introduction

Embarking on an internship journey as an English major at Daffodil International University, my academic pursuits and personal aspirations converged at Rabeya Private Hospital, Rajbari, a private healthcare institution in Bangladesh known for its dedication to delivering exceptional patient care. This report is a comprehensive account of my experiences and learnings during my tenure at Rabeya Private Hospital, Rajbari, from August 8, 2023, to November 2, 2023, where I sought to meld my background in communication with a burgeoning interest in healthcare.

The intersection of healthcare and effective communication is a critical yet often underexplored area. My interest in this nexus was driven by the understanding that clear and compassionate communication is as vital to patient care as the medical treatment itself. Through this internship, I aimed to delve into the practical aspects of healthcare communication, hoping to gain a deeper insight into how language and interaction play pivotal roles in the patient care continuum.

At Rabeya Private Hospital, Rajbari, my primary responsibilities revolved around coordinating patient care, which entailed bridging communication gaps between doctors and patients and enhancing the hospital's operational efficiency. This role was both challenging and enlightening, as it placed me at the heart of the hospital's daily activities, allowing me to observe and participate in the intricate dance of healthcare delivery.

One of the key aspects of my internship involved interacting with diverse patient groups. This experience underscored the importance of empathy and understanding in healthcare settings. By actively listening to patients and conveying their concerns to medical professionals, I contributed to building a bridge of trust and understanding between patients and their caregivers. These interactions were not only about language proficiency but also about cultural sensitivity and emotional intelligence.

Moreover, my role included collaborating closely with healthcare professionals. This collaboration provided me with a unique perspective on the challenges doctors face in conveying complex medical information in an accessible manner. By assisting in this process, I learned the art of translating medical jargon into comprehensible language, ensuring that patients were fully informed and comfortable with their treatment plans.

The operational aspect of my internship involved understanding and contributing to the hospital's workflow. This experience was invaluable in comprehending how communication efficiency can directly impact the effectiveness of hospital operations. From managing patient records to assisting in scheduling appointments, every task required meticulous attention to detail and clear communication channels.

Furthermore, the internship allowed me to witness firsthand the challenges inherent in healthcare communication. Language barriers, cultural differences, and the emotional states of patients and their families often compounded the complexity of effective communication. Navigating these challenges was a learning curve that enhanced my problem-solving skills and adaptability.

Despite these challenges, the rewards of this internship were manifold. The satisfaction of successfully facilitating a patient-doctor interaction or contributing to a smoother hospital operation was deeply fulfilling. More importantly, this experience has provided me with a wealth of knowledge and skills that are not only relevant to my academic pursuits but also to my future career aspirations.

My internship at Rabeya Private Hospital, Rajbari was a journey of personal and professional growth. It allowed me to apply my academic knowledge in a real-world setting, challenged me to adapt and learn, and reaffirmed my passion for combining the art of communication with the science of healthcare. This report aims to capture the essence of my experiences, the challenges I faced, the knowledge I gained, and the impact I was able to make in the field of healthcare communication.

Chapter Two

Objectives

The primary objectives of my internship were to:

- Gain a comprehensive understanding of the coordination process within a private hospital setting.
- Develop effective communication and interpersonal skills to interact seamlessly with doctors, patients, and other hospital staff.
- Enhance my ability to prioritize tasks, manage time efficiently, and make informed decisions under pressure.
- Contribute to the overall improvement of patient care through effective coordination and communication.

Chapter Three

Methodology

My internship at Rabeya Private Hospital, Rajbari involved a structured approach to gaining experience in coordinating activities within a hospital environment. The selection process for the internship included submitting an application, participating in an interview, and providing a letter of recommendation from a professor.

The internship primarily involved working with the Outpatient Department (OPD), where I was responsible for coordinating patient appointments, scheduling tests, and ensuring that patients received the necessary information and support. I also had the opportunity to work with the Inpatient Department (IPD), where I assisted in coordinating patient care plans, communicating with doctors and nurses, and ensuring that patients were comfortable and well-informed.

Throughout the internship, I utilized various tools and techniques to enhance my coordination efforts. These included:

- Maintaining a detailed patient database to track appointments, test results, and medication information.
- Utilizing communication software to exchange messages and updates with doctors and nurses.
- Employing organizational tools such as calendars and checklists to prioritize tasks and manage time effectively.

Chapter Four

Hospital Overview

4.1 History and Background

Rabeya Private Hospital, Rajbari is a private hospital established in 2004 with a mission to provide high-quality, compassionate healthcare services to the community. The hospital is located in Rajbari Sadar, which is in the Rajbari district of the Dhaka Division in Bangladesh. The hospital has a team of highly qualified and experienced doctors and nurses dedicated to providing comprehensive care to patients across a wide range of specialties.

4.2 Organizational Structure

Rabeya Private Hospital, Rajbari has a well-defined organizational structure that facilitates efficient coordination of patient care. The hospital is divided into various departments, each with a specific function and area of expertise. These departments include:

- Outpatient Department

Chapter Five

Coordination with Doctors

5.1 Role and Responsibilities

In the dynamic environment of Rabeya Private Hospital, Rajbari, my role as a coordinator involved extensive and intricate coordination with doctors, a key aspect of which was ensuring the seamless flow of communication and operations. This multifaceted role encompassed various responsibilities, each critical to maintaining the efficiency and effectiveness of patient care.

Scheduling Appointments

A significant part of my responsibility was scheduling appointments. This task required close collaboration with doctors to ensure patients were seen timely and by the appropriate specialists. It involved a detailed understanding of each doctor's schedule, specialization, and patient load. By effectively managing this, I played a pivotal role in optimizing patient flow and reducing wait times, thereby enhancing the overall patient experience.

Communicating Patient Information

Another crucial aspect was communicating patient information to doctors. This included conveying test results, medical histories, and noting any recent changes in the patients' conditions. The accuracy and timeliness of this information were vital for doctors to make informed decisions about patient care. This role underscored the importance of clear and concise communication, as well as meticulous attention to detail.

Obtaining Orders and Updates

I was also responsible for obtaining treatment plans, medication orders, and test requests from doctors, as well as updates on patient progress. This required regular communication with the medical staff and a thorough understanding of each patient's treatment journey. By ensuring that this information was accurately and promptly relayed, I contributed to the continuity and effectiveness of patient care.

Facilitating Communication Between Doctors and Patients

Acting as a liaison between doctors and patients, I addressed concerns or questions from patients, ensuring they understood their treatment plans. This often involved simplifying complex medical information into layman's terms and reassuring patients about their care. My role in this regard was critical in building a bridge of trust and understanding between patients and their healthcare providers.

Addressing Language Barriers

In situations where language barriers existed, I provided interpretation services to facilitate effective communication between doctors and patients from diverse backgrounds. This aspect was not just about translating words but also about conveying cultural nuances and ensuring that both parties fully understood each other.

5.2 Challenges and Solutions

Coordinating with doctors, while rewarding, presented several challenges, each demanding a unique set of solutions.

Managing Multiple Priorities

One of the primary challenges was managing multiple priorities. The hospital environment is fast-paced, with a constant influx of patient appointments, requests from doctors, and urgent matters. To navigate this, I developed robust time management and prioritization skills. Utilizing tools like calendars, checklists, and communication software, I was able to efficiently manage deadlines and tasks, ensuring that no detail was overlooked.

Understanding Medical Terminology

Another significant challenge was understanding and effectively using medical terminology. This was crucial for accurately communicating patient information and treatment plans. To address this, I engaged in continuous learning, familiarizing myself with medical terms and

conditions. This not only enhanced my ability to communicate with doctors and patients but also enriched my overall understanding of healthcare.

Addressing Communication Gaps

Bridging communication gaps, especially in a setting with diverse cultural backgrounds, required a high level of cultural sensitivity and adaptability. Understanding different communication styles and cultural nuances was essential for ensuring that information was conveyed accurately and respectfully. To overcome this challenge, I adapted my communication approach to suit the diverse needs and preferences of patients, thereby fostering a sense of trust and clarity.

My coordination with doctors at Rabeya Private Hospital, Rajbari was an intricate tapestry of responsibilities, challenges, and learning opportunities. It was a role that demanded not only technical skills like time management and medical knowledge but also soft skills like empathy, cultural sensitivity, and effective communication. This experience has been invaluable, significantly contributing to my professional development and reaffirming my commitment to a career that bridges healthcare and effective communication.

Chapter Six

Coordination with Patients

6.1 Patient Support Activities

In the bustling environment of Rabeya Private Hospital, Rajbari, my role in coordinating with patients was multifaceted and deeply impactful. The patient support activities I was involved in ranged from the administrative essentials of patient intake to the more nuanced aspects of providing emotional support and education. Each of these activities not only contributed to the smooth operation of the hospital but also ensured that patients received care that was both compassionate and comprehensive.

Patient Intake and Registration

A critical first step in the patient care process, patient intake and registration, was an area where I played a significant role. This involved welcoming new patients and assisting them through the registration process. I meticulously gathered essential information, ensuring accuracy and confidentiality. This task was about more than just filling out forms; it was the first point of contact for patients, setting the tone for their entire healthcare experience. By approaching this responsibility with a blend of efficiency and warmth, I aimed to make patients feel welcomed and valued from the moment they stepped into the hospital.

Patient Education

Equally important was my role in patient education. This involved simplifying complex medical information into understandable terms for patients, explaining diagnoses, treatment plans, and medication details. I took great care to ensure that patients fully understood their health conditions and the proposed treatment approaches. This process often involved addressing concerns and questions, requiring patience and clarity. In doing so, I not only empowered patients with knowledge but also helped in building their trust in the healthcare system.

Emotional Support

One of the most profound aspects of my role was providing emotional support to patients and their families. Healthcare journeys are often fraught with anxiety, fear, and uncertainty. Recognizing this, I dedicated myself to being a source of comfort. I lent a listening ear, offering words of encouragement and empathy. My aim was to create an environment where patients felt heard and supported, an environment that fostered healing not just physically but emotionally as well.

Facilitating Communication

Acting as a conduit between patients and healthcare providers, I facilitated communication to ensure that patients were continually informed about their care. This role was crucial in preventing misunderstandings and ensuring that the patients' needs and preferences were clearly communicated to the medical team. By maintaining open lines of communication, I helped to personalize the healthcare experience for each patient, making it more responsive to their individual needs.

Addressing Language Barriers

In an environment as diverse as Rabeya Private Hospital, Rajbari, language barriers were not uncommon as patients of different sections of different parts of the country came to seek for medical care. They used different dialects and it was hard for the healthcare providers to understand the dialects. To address this, I provided interpretation services, bridging the gap between patients and healthcare providers. This role was not just about literal translation but also about cultural interpretation, ensuring that patients understood their medical situations in a context that was meaningful to them. This effort was instrumental in ensuring equitable care for all patients, regardless of their linguistic background.

6.2 Emotional Support

The emotional support component of my role was both challenging and deeply fulfilling. Witnessing the emotional struggles of patients and their families firsthand, I was often the person they turned to in their moments of vulnerability. This responsibility required a deep sense of empathy and emotional intelligence. My approach was to listen actively, validate their feelings, and offer reassurance in a manner that was both genuine and comforting.

I frequently encountered situations where patients grappled with fear, frustration, and sometimes despair. In these moments, my goal was to be a pillar of support, helping them navigate their emotional landscape. This often involved discussing their concerns in detail, offering perspectives that could alleviate their distress, and reassuring them of the care and expertise provided by the healthcare team.

Beyond one-on-one interactions, I also connected patients with support groups and resources. Recognizing that emotional healing often requires a community, I facilitated access to networks where patients could share their experiences, gain insights from others in similar situations, and find additional sources of support.

The coordination with patients during my internship at Rabeya Private Hospital, Rajbari was an enlightening and enriching experience. It allowed me to apply my skills in communication and empathy in a real-world healthcare setting, making a tangible difference in the lives of the patients I interacted with. This chapter of my journey has not only honed my professional abilities but also deeply influenced my personal growth, reinforcing my commitment to a career that blends healthcare and effective communication.

Chapter Seven

Reflections on Growth and Learning

7.1 Personal Development

My tenure as an intern at Rabeya Private Hospital, Rajbari was a journey that went beyond the acquisition of professional skills; it was a transformative experience that catalyzed profound personal growth and a deeper understanding of the multifaceted world of healthcare. This chapter of my life, marked by intense learning and development, has left an indelible impact on me, both as an individual and as an aspiring professional.

Understanding the Healthcare Industry

One of the most significant realizations during my internship was the intricate complexity of the healthcare industry. It's a realm where human life and well-being are at the forefront, and the stakes are invariably high. Navigating through this environment, I gained insight into the nuances of patient care, the criticality of timely and accurate medical interventions, and the overarching importance of a well-coordinated healthcare delivery system. This understanding went beyond textbook knowledge, rooting itself in the real-world scenarios I witnessed and engaged in daily.

Complexities of Patient Care

The complexities of patient care were another area of significant learning. Every patient brought a unique set of challenges and needs, emphasizing that healthcare is not a one-size-fits-all service. Recognizing and responding to these individual differences was crucial. This experience taught me the value of personalized care and the impact it has on patient recovery and satisfaction.

Importance of Effective Coordination

Effective coordination within a healthcare setting emerged as a key element in achieving positive patient outcomes. My role involved being a liaison between various departments, healthcare professionals, and patients. This experience highlighted the importance of seamless

communication and teamwork in healthcare. It was a revelation to see how coordinated efforts could streamline processes, reduce errors, and ultimately lead to better patient care.

7.2 Skills Acquired

The practical experience of my internship was a fertile ground for the development of various skills, each playing a pivotal role in my professional repertoire.

Enhanced Communication Skills

One of the most significant skills honed during my internship was communication. The need to interact with patients, doctors, and other healthcare staff in a clear, concise, and compassionate manner was paramount. I learned to articulate complex medical information in an accessible way, ensuring patients understood their conditions and treatment plans. This skill was not just about verbal communication; it extended to non-verbal cues, active listening, and being able to read between the lines to understand unspoken concerns or fears.

Interpersonal Skills

Interacting with people from diverse backgrounds, each with their unique set of beliefs, cultures, and personal experiences, enriched my interpersonal skills. I learned the importance of empathy, respect, and cultural sensitivity in establishing trust and rapport. These interactions taught me the value of being patient, open-minded, and adaptable in various social settings.

Problem-Solving and Decision-Making Under Pressure

The dynamic and often unpredictable nature of the hospital environment honed my problem-solving skills and the ability to make informed decisions under pressure. Whether it was managing scheduling conflicts, addressing unforeseen patient needs, or navigating communication barriers, I learned to assess situations quickly, consider various perspectives, and implement solutions effectively.

Navigating Complex Situations

The internship also provided me with ample opportunities to navigate complex situations. This involved balancing the needs and expectations of patients and doctors, managing time and resources efficiently, and sometimes making tough decisions. Through these experiences, I developed a keen sense of situational awareness and the ability to anticipate and mitigate potential issues.

My internship at Rabeya Private Hospital, Rajbari was a profound learning experience that went far beyond the conventional boundaries of an academic endeavor. It was a period of intense personal and professional growth, during which I not only acquired new skills but also gained a deeper appreciation for the complexities and nuances of the healthcare industry. The lessons learned during this time have shaped my outlook and will undoubtedly influence my future career path. This chapter of my life stands as a testament to the transformative power of experiential learning and its ability to mold individuals into well-rounded professionals.

Chapter 8

Recommendations

Based on my experiences at Rabeya Private Hospital, Rajbari, I recommend the following to improve coordination within the hospital:

- Implement regular training sessions: Provide ongoing training to healthcare professionals on effective communication, coordination strategies, and cultural sensitivity to enhance teamwork and patient care.
- Utilize technology advancements: Explore the use of advanced technology, such as patient portals and telehealth platforms, to streamline communication, improve accessibility, and enhance patient engagement.
- Promote feedback mechanisms: Encourage open communication and feedback from both patients and healthcare professionals to identify areas for improvement and foster a culture of continuous improvement.

Chapter 9

Conclusion

My internship at Rabeya Private Hospital, Rajbari was a transformative experience that provided me with a comprehensive understanding of hospital coordination and the intricate dynamics of patient care. I witnessed firsthand the impact of effective communication, collaboration, and empathy on patient outcomes. The internship also nurtured my personal and professional growth, equipping me with valuable skills and insights that will undoubtedly shape my future endeavors.