

## Civil Hospital Visit Report

According to World Health Organisation (WHO), a hospital is defined as an integral part of social and medical organization, the function of which is to provide for the population a complete healthcare, both preventive and curative.

B. Voc. Medical Equipment Techniques and Management is a multi-entry and multi-exit course. Each year comprises of an innovative topic. On the similar grounds second year of this course consists of the topic Patient Relation Associate. Under this curriculum hospital visits are mandatory to understand the role of Patient Relation Associate and functioning of the hospital. On the 15<sup>th</sup> October 2019 B. Voc. 2<sup>nd</sup> year students were taken for a visit to the Civil Hospital, Amravati.



Students were asked to observe the following aspects of their curriculum:

**Healthcare setup:** Healthcare services are the services designed to fulfil health-based needs of people / community / population, through various resources available. These are delivered by healthcare system that includes the management of health sector and its organizational structure. Students were explained that majority healthcare services in India are provided by the private sector. The government and the private sector are helping in making healthcare accessible in all areas of India; both rural and urban.

The healthcare system/models in India can be categorized under the following

- Primary Health center
- Community Health Centers. Rural Hospital. District Hospital/ Health Centers, Specialty Hospitals.

- Universal Health Insurance programmes
- Private Hospitals, Polyclinics, Nursing Homes and Dispensaries.

The hospitals play a major role in maintaining and restoring the health of the community. The main functions of the hospitals can be listed as follows:

- Restorative Functions

Under this the students visited different sections to understand the various activities carried out in the hospital:

- a) Out-Patient Department: here patients were seen taking a token mentioning the doctor name and room number where patient would be treated or sent referral. Here a chart mentioning the rights of the patients was displayed along with other charts giving information about various health schemes and disease.
- b) Diagnostic Activity: It includes the inpatient services involving medical, surgical and other specialties and specific diagnostic procedures. In the civil hospital, students visited CT Scan room, X-ray department, Pathological lab and blood bank. Also the data that is to be entered during or before the CT scan was explained using a computer with a preinstalled software that contained patient information.



(Mrs. Mundane here is explaining working of CT Scan machine)



Data entry of the patient details in computer before CT Scan



Students observed sophisticated machine used for sample analysis in civil hospital.

- **Blood bank:**  
Here students were briefed about the collection and storage of blood in blood bank. The blood is collected from the volunteers and then sent to the lab to check if the sample is infected or safe to use. Then stored in huge refrigerators. When a patient needs blood the blood from blood bank the cross matched and then given.



(Visit to the blood bank)

- c) **Rehabilitative Activities:** Those activities include physical, mental and social rehabilitation. In the civil hospital, students were taken to those wards where patients are given counselling regarding HIV, hygiene practices.
- d) **Emergency Services:** It includes emergency services required for dealing with accidents, natural disasters, epidemics, etc. students observed the casualty ward where the emergency patients were treated by the doctors. Student took a tour of a well-equipped ambulance which reaches the patient on dialling 108.



- **Preventive Functions**

The civil hospital also carries out various preventive functions which include the following:

- a. Supervision of normal pregnancies and childbirth
- b. Supervision of normal growth and development of children
- c. Control of communicable diseases
- d. Prevention of prolonged illness
- e. Provision of health education services
- f. Preventive health check-up

- Telemedicine center: Telemedicine is a rapidly developing application of clinical medicine where medical information is transferred via telephone, the Internet or other networks for the purpose of consulting, and sometimes remote medical procedures or examinations.

Its main aim is to:

- a. To provide expert consultation to patients in remote areas.
  - b. Video conferencing facility for online consultation.
  - c. To provide continuing medical education for Medical and Para Medical staff.
- Intensive care unit was visited at the last. Here various protocols were displayed to stabilise patients of respiratory problems, seizures and snake bite etc. Biomedical waste management protocols along with coloured bins were placed in every ward.

Outcome of the visit:

Students could learn about set up of the hospital in government sector. Various health related protocols were explained and working of the CT scan machine and X-ray was shown along with demo. Ward setup for patients was observed and how the nurses were taking details of the patient was also understood. Students could understand various manpower required in the hospital and their roles and responsibilities at various levels.